

## **ASSISTANT DIRECTOR OF INFORMATION SERVICES** **(OPERATIONS)**

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class assists the Director of Information Services in the management of Ulster County Information Services (UCIS). The employee has specific responsibility for the direction of the Operations section. Supervision is exercised over the work of all staff assigned by the Director and/or Deputy Director. Supervision is received from the Director and/or Deputy Director and consists primarily of verbal review and periodic review of formal reports on section activity. Wide leeway is allowed the employee for the exercise of independent judgment in the day-to-day management of the section. In the absence of the Director and/or Deputy Director, the employee may assume responsibility for the management of UCIS on a rotating basis with the other Assistant Directors. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Provides management for all Operations staff;

Coordinates with the other Assistant Directors in discovery, solutioning, documenting, aligning, deploying and ensuring all relevant internal/external personnel resources, work tasks, project timetables, budgets, are maintained and current and provide status reporting and escalation to project stakeholders;

Coordinates work activities across all department sections;

Develops policies and procedures in all matters pertaining to the Operations section;

Prepares manuals and other documentation on all aspects of the Operations section;

Conducts staff meetings at which time problems are discussed, goals presented and new procedures described;

Manages and monitors asset management activities by assisting in the receiving and processing of countywide requests for IT-related supplies, equipment, and software; communicating with vendors to ensure correct and most cost-efficient delivery of IT-related purchases including but not limited to proper supplies, materials, equipment and services; scheduling/processing purchase orders to assure that proper supplies, materials, equipment and services are available when needed;

Oversees Departmental help desk process and personnel and works to ensure the accuracy and timely resolution of incident, service request, change tickets and records, and prepares reports and/or relays information, as required and when appropriate;

Coordinates with other Assistant Directors to maintain and keep current an inventory of all computer & network resources and third-party services in operation and the contact details for each vendor involved in the operations maintenance of those systems;

Prepares and implements a staff development plan to make maximum use of staff capabilities and to keep them abreast of latest industry developments;

Develops productive working relationships with other IT professionals and maintains professional and technical knowledge through continued education, online/in person training and attendance of educational workshops, reviewing professional publications, networking and participation in professional industry groups;

Meets with salespersons to make an initial evaluation of the usefulness of their products and makes recommendations as to whether products merit further consideration;

Assists in monitoring and evaluating hardware usage and performance;

Provides assistance in contract management services for Application Development and Technical Support contracts, alerting the management team of all potential risks through the life of the contract;

Supervises the maintenance of financial records associated with the Department and assists in the preparation of the annual budget;

Oversees UCIS billing and administration;

Participates in internal and external audits; oversees and coordinates responses to audit requests;

Prepares management reports of department activities, tasks, and operational metrics;

Supervises building and data security;

Assists in the development of IT business continuity plans in case of emergencies such as natural disasters, power outages or service degradation or outage;

Interviews candidates for IS positions and makes recommendations regarding selection;

Evaluates personnel performance using the County's evaluation method and recommends appropriate personnel action based thereon;

Trains personnel.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of information technology systems and operations including security; thorough knowledge of project management principles and practices; thorough knowledge of inventory control procedures; thorough knowledge of information

technology help desk procedures, processes and practices; thorough knowledge of the techniques for the physical preservation and security of data; thorough knowledge of the methods and procedures used in receiving, storing and issuing supplies and equipment; good knowledge of the principles and techniques of administration; ability to project and forecast hardware, software, personnel and financial requirements and incorporate such requirements into a budget; ability to direct, plan, schedule and evaluate the work of others; ability to train personnel; ability to communicate effectively both orally and in writing; ability to prepare written material such as reports, correspondence and manuals; ability to evaluate hardware and software against user needs.

**MINIMUM QUALIFICATIONS:** Either:

- A. Possession of a Master's Degree in Computer Science, Data Processing or a related field and five (5) years of experience in computer operations, two (2) years of which must have been in a supervisory position (see \*note); OR
- B. Possession of a Bachelor's Degree in Computer Science, Data Processing or a related field and six (6) years of experience in computer operations, two (2) years of which must have been in a supervisory position (see \*note); OR
- C. Possession of an Associate's Degree in Computer Science, Data Processing or related field and eight (8) years of experience in computer operations, two (2) years of which must have been in a supervisory position (see \*note); OR
- D. High school graduation or possession of a high school equivalency diploma and ten (10) years of experience in computer operations, two (2) years of which must have been in a supervisory position (see \*note).

**Note:** Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**\*Note:** The following is a list of specific responsibilities that together describe what is meant, for this particular position by the term "supervisory". In order for a candidate's experience to be credited as supervisory, they must have had responsibility for these areas:

Planning and scheduling the work of a staff similar in size and complexity to that of Ulster County Information Services Development staff;

Evaluating staff performance;

Preparing unit budget;

Recommending personnel actions (promotions, discipline, etc.);

Implementing policy changes;

Staff training and development;

Setting unit goals; and

Deciding on procedural changes.

ULSTER COUNTY

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Classification: Competitive

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