

ASSISTANT DIRECTOR OF INFORMATION SERVICES
(TECHNICAL SUPPORT)

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class assists the Director of Ulster County Information Services (UCIS) in the management of County Information Services. The employee has specific responsibility for the direction of the Technical Support 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 written 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 Technical Support 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, etc. are maintained and current and provide status reporting and escalation to project stakeholders;

Prepares project plans, assigns tasks, and monitors and reports on the status of projects;

Develops policies and procedures in all matters pertaining to the Technical Support Section;

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

Defines procedures and standards for systems programming, installation, testing and formal training and prepares training material for newly installed systems;

Within the Technical Support Section, works to ensure the accuracy and timely resolution of incident, service request, change tickets records and prepares reports and/or relays information, as required and when appropriate;

Coordinates with Assistant Director of IS (Operations) to ensure that all technology needs are met and to maintain and keep current an inventory of all systems in operation and the contact details for each vendor involved in the operations maintenance of those systems;

Provides recommendations to the Director and/or Deputy Director of UCIS on data storage needs, and new technologies or industry best practices to improve information services to the County;

Provides leadership for all UCIS Cybersecurity solutions, ensuring the computer, network and data resources remains safe and functional and are at optimal performance levels;

Responds in the event of a system failure in order to determine the cause of the error and take appropriate action, document the incident and restart the system;

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;

In coordination with the Assistant Director of IS (Applications), evaluates software packages, prepares summaries of the advantages and disadvantages of each and recommends selection;

Evaluates hardware and software needs, projects future requirements and recommends types of personal computer hardware and software;

Supervises the maintenance of financial records associated with installed systems and prepares the annual budget for the Technical Support Section;

Provides contract management services for relevant Technical Support contracts, alerting the management team of all potential risks through the life of the contract;

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

Interviews candidates for IS positions and makes recommendations regarding selection;

Supervises and assists with systems programming;

Supervises set-up, installation and maintenance of personal computers, and ensures that all systems are compatible with each other and with corporate standards;

Supervises and assists in user training for personal computers, and provides technical support;

Trains personnel;

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

Maintains and updates existing computer networks, including installation of new applications and removal of obsolete equipment;

Manages the end-to-end process of computer system design and development projects from start to finish.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the principles of on-line, batch and systems programming; thorough knowledge of personal computer hardware and software; thorough knowledge of maintenance techniques; thorough knowledge of mainframe hardware and software; 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; ability to plan and conduct educational courses for users.

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 systems programming, 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 systems programming, 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 systems programming, 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 systems programming, 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 Technical Support staff;

Evaluating staff performance;

Preparing unit budget;

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

Implementing policy changes;

Staff training and development;

Setting unit goals;

Deciding on procedural changes.

ULSTER COUNTY
0330 AST DIR IS
Classification: Competitive
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