ASSISTANT DIRECTOR OF INFORMATION SERVICES
(APPLICATION DEVELOPMENT)

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 Application Development Section. Supervision is exercised over the work of all staff assigned by the 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.

Understands the application requirements of the requesting department;

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;

Reviews proposed systems with the requesting department and Application Development and Technical Support staff and consults on system design;

Provides management for Application Development staff;

Develops policies and procedures in all matters pertaining to the Application Development Section;

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

Within the Application Development Section, 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;

Regularly reviews the status of application implementation with Application Development staff, suggests modifications to the installation plan and timetable and assists in overcoming major obstacles;

Defines procedures and standards for application development, installation testing and formal training, which includes preparing guidelines for manuals and other documentation on systems;

Coordinates with Assistant Director of IS (Operations) 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;

Assists in the event of an application failure in order to determine the cause of the error and takes appropriate action to 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 (Technical Support) evaluates software packages, prepares summaries of the advantages and disadvantages of each and recommends selection;

Evaluates hardware and software needs and projects future requirements;

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

Supervises the maintenance of financial records associated with programming and prepares the annual budget for the Application Development Section;

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

Evaluates staff performance using the county evaluation method and recommends personnel action based thereon;

Interviews candidates for IS positions and makes recommendations regarding selection;

Prepares training plan for staff;

Trains personnel.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Comprehensive knowledge of the principles of on-line and batch processing; thorough knowledge of current programming languages and technologies; thorough knowledge of principles and terminology of data processing; thorough knowledge of the techniques of project management; thorough knowledge of systems analysis and design; 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 programming or systems analysis, 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 programming or systems analysis, 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 programming or systems analysis, 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 programming or systems analysis, 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;

Deciding on procedural changes.

<u>Promotional Qualifications</u>: Three (3) years of permanent competitive class status as a Systems Analyst.

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0310 AST DIR IS	Revised: March 1, 1988
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NUMGT	Revised: April 11, 2023