

## **DEPUTY DIRECTOR OF INFORMATION SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** This is an administrative position involving responsibility for assisting the Director of Information Services in the planning, directing and management of the administrative and technical 24/7 operations of the County's Information Services Department. This includes the management of complex data processing systems and initiatives, network infrastructure and operating systems, desktop and end-user client technology, telecommunications solutions, help desk requests and management and coordination of technical professional resources involved in technology systems projects including analysis, development, coordination, implementation and documentation of effective systems to support business operations. In the absence of the Director of Information Services, the incumbent is authorized to act generally and on behalf of the Director and assumes responsibility for departmental operations and personnel. Work is performed under the general supervision of the Director of Information Services.

**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.

Acts for the Director of Information Service in their absence and represents them in an official capacity, as required, on all departmental matters and at local, state and professional meetings;

Establishes processes and requirements to support a County culture of continual forward technological progression, including staying abreast of industry developments, stakeholder participation, specifications and business process analysis documentation, budget development, oversight of procurement process and assurance of sound implementation plans;

Manages the procurement, implementation, operations, maintenance and obsolescence of the County's technology assets (hardware and software);

Supervises a staff of technical personnel, including contractors, engaged in the operation of highly complex systems;

Provides technical guidance to personnel and ensures adequate training of Information Services staff as well as the County's end-users;

Supervises and coordinates activities and employees related to the day-to-day operations including responses to work orders, technology issues and services requests to facilitate excellence in customer satisfaction;

Engages in problem solving which includes collecting information, organizing it, and proposing and implementing well thought-out, effective logical solutions;

Assists in the development and maintenance of a functional disaster recovery plan that provides business continuity for County operations;

Assists in the establishment, maintenance, documentation and enforcement of policies and procedures related to the County's technology operations;

Participates in procurement, contracting, monitoring and relationship maintenance with County vendors;

Assists in the preparation and monitoring of the department's budget as well as other administrative duties;

Complies with all applicable County, NYS and other processes and procedures;

Attends various meetings as needed;

Other duties as required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of information technology systems and operations including security; thorough knowledge of disaster recovery systems; good knowledge of governmental operations and budgetary procedures; ability to monitor and control a large number of projects, problems and issues simultaneously; ability to project and forecast hardware, software, personnel and financial requirements and incorporate such requirements into a budget; ability to plan, supervise and evaluate the work of subordinates and others in cross-functional teams; ability to train and mentor personnel; ability to take direction and excel in a team environment; ability to effectively interact with people at all levels of County government, other agencies, the public and vendors; ability to communicate effectively both orally and in writing; ability to prepare written material, such as reports, correspondence and manuals; initiative and resourcefulness; good judgment; tact, courtesy and integrity.

**MINIMUM QUALIFICATIONS:** Either:

- A. Possession of a Master's Degree in Computer Science, Data Processing or a 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
- B. Possession of a Bachelor's Degree in Computer Science, Data Processing or a related field and nine (9) 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 eleven (11) 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 thirteen (13) years of experience in computer programming or systems analysis, two (2) years of which must have been in a supervisory position (see note).

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.

ULSTER COUNTY  
2307 DEP DIR IS  
Classification: Exempt  
NUMGT

Adopted: August 31, 2017