

EDUCATIONAL TECHNOLOGY MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position provides leadership and coordination to Ulster BOCES and to participating districts in technology infrastructure and related applications. Additional responsibilities include managing the Network Operations Center for the Countywide Technology Infrastructure and the agency Internet Protocol (IP) Phone System and functioning as a technical resource to district technical support teams. An employee in this class is actively involved with the planning of capital projects, infrastructure expansions and upgrades while supervising Network Support Specialists to ensure integrity of countywide, district and building based networks. The work is performed under the general supervision of a higher level employee with considerable leeway allowed for exercising independent judgement in carrying out the details of the work. Supervision is exercised over subordinate Network Support staff. 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 leadership and coordination for countywide technology initiatives;

Supports district and Instructional Services program administrators to incorporate the systemic use of technology to improve teaching and learning;

Serves as a technical resource to district technical support teams and becomes actively involved with the planning of capital projects, infrastructure expansions and upgrades and prepares written proposals when necessary;

Manages the Network Operations Center for the countywide infrastructure and the agency Internet Protocol (IP) Phone System;

Supervises the Network Support Coordinator, Network Support Specialist I's, Network Support Specialist II's and Network Support Technicians to ensure the integrity of countywide, district, and building based networks;

Serves as an active member of the Regional Technology Committee which deals with issues of Ulster County BOCES to BOCES compatibility and regional phone-calling plan;

Works with lead district technology staff to ensure cost efficient and effective services;

Ensures that the records of maintenance, support and telecommunications services are kept accurate and current;

Coordinates preventative maintenance and/or corrective programs with vendor service personnel;

Informs supervisor of issues and course of action to improve quality of services and provides a weekly status report;

Provides input to budget development;

Performs research and development to keep current on software and technology equipment;

Makes recommendations to maintain agency Educational Technology Department as a leader in technology.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of networking computers and data communication devices; thorough knowledge of the agency Internet Protocol (IP) Phone System; good knowledge of various telecommunication equipment; ability to design, install, update and maintain Local/Wide Area Networks (LAN/WANs); ability to troubleshoot for a variety of LAN and WAN based systems; ability to supervise the work of others; ability to plan, organize and manage projects; ability to communicate effectively both orally and in writing; ability to establish and maintain good working relationships with customers and vendors; ability to problem solve; ability to understand and apply schematic diagrams; good technical aptitude and ability to stay current with changes in technology; good marketing skills; tact; sound judgment.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a New York State registered or regionally accredited college or university with a Bachelor's Degree, which includes fifteen (15) credit hours* in Computer Science, Management Information Systems, Information Resources Management, Information Technology, or a closely related field and three (3) years of full-time paid, or its part-time equivalent, technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment, two (2) years of which must have been in a supervisory capacity, **OR**
- B. Graduation from a New York State registered or regionally accredited college or university with an Associate's Degree, which includes fifteen (15) credit hours* in Computer Science, Management Information Systems, Information Resources Management, Information Technology, or a closely related field and five (5) years of full-time paid, or its part-time equivalent, technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment, two (2) years of which must have been in a supervisory capacity, **OR**
- C. Possession of a diploma or certificate of completion in a program of study in computer networking and/or A+ certification and/or Operating Systems Software Support or substantially similar program from a technical school licensed by the New York State Department of Education and six (6) years of full-time paid, or its part-time equivalent, technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment, two (2) years of which must have been in a supervisory capacity; **OR**
- D. Graduation from high school, or possession of a high school equivalency diploma and seven (7) years of full-time paid, or its part-time equivalent, technical experience involving

Local/Wide Area Networks and/or technical support in a computer center environment, two (2) years of which must have been in a supervisory capacity; **OR**

E. An equivalent combination of training and experience as indicated above.

*Coursework in the use of specific programs such as WORD, EXCEL, or ACCESS and data entry is not acceptable.

Special Requirement: Possession of a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrates the ability to meet the transportation needs of the job.

ULSTER COUNTY
2849 ED TEC MGR
Classification: Competitive
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Adopted: April 11, 2018