INFORMATION TECHNOLOGY SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for managing and coordinating the activities of the Data Entry Unit of the Ulster County Department of Social Services. Supervision is exercised over lower level data entry personnel. The employee is allowed considerable leeway in determining order of tasks and methods utilized to accomplish same. 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.

Responsible for the planning, coordinating and enhancing to data through the Bics, WMS, IBM, MICRO and LDMIP Systems;

Schedules and reviews work for data entry operators and MICRO Systems;

Conducts training for unit employees on the above systems;

Trouble-shoots system related problems;

Maintains integrity and security of these systems;

Monitors Personal Computer User's Group;

Develops and maintains system manuals;

Attends training seminars;

Acts as liaison with State staff regarding micro-computer system;

Assists agency staff with reference to the analysis, design and implementation of micro-computer applications, enhancements and capabilities;

Assists Director of MIS/ Fiscal Affairs with analysis, design, work flow and related processes of information management;

Assists Director with the maintenance of management report data;

Assists with terminal security functions;

Maintains inventory and orders supplies for Data Entry Unit;

Maintains attendance records and schedules of vacation for unit staff;

Prepares employee performance evaluations for Data Entry Unit staff;

Occasionally performs data entry functions as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the functions of WMS, IBM, MICRO and LDMIP Systems; good knowledge of the functions of personal computers; ability to prepare detailed written material; ability to prepare reports; ability to supervise the work of others; ability to establish and maintain effective working relationships; high degree of integrity.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a regionally accredited or New York State registered college or university with an associate's degree and two (2) years of full-time paid clerical experience which must have involved the use of various computer systems, one year of which must have been in a supervisory capacity; **OR**

B. High school graduation or possession of a high school equivalency diploma and four (4) years of full-time paid clerical experience, two (2) years of which must have involved the use of various computer systems and one year of which must have been in a supervisory capacity.

ULSTER COUNTY   Adopted: September 11, 1987
3660 IT SUPV   Revised: October 15, 1987
Classification: Competitive   Revised: December 31, 1987
Grade: 10
Union: CSEA