

OPERATIONS AND PROGRAMMING MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the efficient management and administration of the Operations and Programming Department. The work involves the responsibility of overseeing the delivery of production and support services to component school district administrators and support personnel. An incumbent is responsible for overseeing the production support services relating to data processing operations, computer applications, systems programming help desk and technical network services. The work is performed under the general supervision of the Director of the Mid-Hudson Regional Information Center (MHRIC). General supervision is exercised over staff in the delivery of services to school districts. 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.

Coordinates the overall direction of the various functions within the department to ensure completion of assigned tasks in the most effective manner;

Assigns, reviews and evaluates Operations and Programming personnel;

Prioritizes special job requests both internally and from the component school districts;

Oversees the creation and maintenance of all database activities within the department;

Confers with and advises staff on administrative policies, procedures, technical problems, priorities and methods;

Consults with and advises other department managers on the proper integration and correlation with Operations and Programming functions;

Prepares activity and progress reports regarding the activities of the data processing section;

Provides appropriate department personnel with cross training in the use of help desk software and procedures;

Consults with and advises other MHRIC departments as required;

Assists in the development and monitoring of the Operations and Programming budget by projecting data processing resource requirements, including personnel and equipment.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the capabilities, application and operation of various data processing and related equipment; thorough knowledge of the operations and use of computers and associated hardware requirements; good knowledge of mainframe, mid-range and/or PC-based platforms; good knowledge of on-line applications and operating systems; good knowledge of the principles of management and administration; ability to direct, plan, schedule and evaluate the work of others; ability to establish and maintain cooperative relations with

clients and personnel; ability to understand and carry out complex oral and written instructions; ability to communicate effectively both orally and in writing; poise, initiative, tact and resourcefulness; physical condition commensurate with the duties of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Computer Science, Data Processing, Information Systems, or closely related and two (2) years (full-time paid, or its' part-time equivalent) experience in mainframe, mid-range and/or PC based computer operations, which must have been in a supervisory capacity; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science, Data Processing, Information Systems, or closely related field and four (4) years (full-time paid, or its' part-time equivalent) experience in mainframe, mid-range and/or PC based computer operations, two (2) years of which must have been in a supervisory capacity; **OR**
- C. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science, Data Processing, Information Systems, or closely related field and six (6) years (full-time paid, or its' part-time equivalent) experience in mainframe, mid-range and/or PC based computer operations, 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 eight (8) years of full-time paid, or its' part-time equivalent, experience in mainframe, mid-range and/or PC based computer operations, two (2) years of which must have been in a supervisory capacity; **OR**
- E. An equivalent combination of training and experience as indicated above.

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

ULSTER COUNTY
4583 OP PRG MGR
Classification: Competitive
OA

Adopted: December 22, 2003