

PROJECT DIRECTOR (CSN PROGRAM)

DISTINGUISHING FEATURES OF THE CLASS: This is a professional position having responsibility for assisting the Director of Information Services in the planning, directing and management of the Constituent Services Navigator (CSN) program within the Department of Information Services. The employee has day to day responsibility for all program administrative matters including policies and procedures, program planning and personnel administration and is expected to exercise sound independent judgment and initiative in such areas. The work includes direction over complex data processing systems and initiatives, and operating systems, 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. Work is performed under the general supervision of the Director and Deputy Director of Information Services. Supervision is exercised over subordinate staff working within the CSN program. 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.

Develops long term and immediate program plans and goals;

Designs programs and defines internal policies and procedures for CSN program;

Evaluates and reports on program effectiveness, designs program modifications as needed;

Schedules and assigns personnel to achieve maximum staff utilization;

Analyzes the flow and integration of information and data between various systems and recommends solutions to improve computing and communication procedures and enhance efficiencies for local government programs, services and departments;

Establishes processes and requirements to support a County culture of continual forward technological and constituent services 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;

Prepares and implements project plans and schedules including establishing and coordinating requirements, tasks, work assignments and resources to ensure project success in terms of end-user needs, budget, deadlines, security and technology;

Provides guidance to personnel and ensures adequate training of staff as well as the County's end-users, stakeholders and the public;

Manages cross-functional teams and/or projects;

Supervises and coordinates activities and employees related to the day-to-day operations including responses to department requests, technology issues and services requests from the public;

Develops and maintains sound public and community relations through investigating and resolving complaints, and giving talks, lectures and presentations on program activities;

Develops and maintains liaison with internal and external State, Federal, Not-for-Profit, Business and County personnel;

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

Establishes processes, procedures and priorities to ensure all systems are operating at required performance levels for software applications, operating systems, hardware systems, etc.;

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

Performs other duties as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of information technology systems and call center operations; thorough knowledge of community facilities, programs, services and resources available; working knowledge of government operations and budgetary procedures; ability to monitor and control a large number of projects, problems and issues simultaneously; ability to accurately record and report work efforts and results; ability to project and forecast hardware, software, personnel and financial requirements and assist in incorporating such requirements into a budget; ability to plan, supervise and manage the work of subordinates and others in cross-functional teams and/or projects; 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; good powers of observation, perception and analysis; tact, courtesy and integrity.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from an accredited college or university with a Master's Degree in Computer Science, Data Processing, Management Information Systems, Information Technology, Business Administration or a related field and four (4) years of administrative experience in program design, development or evaluation; data analysis; or program/project performance improvement, two (2) years of which must have been in a supervisory position; **OR**
- B. Graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Data Processing, Management Information Systems, Information Technology, Business Administration or a related field and five (5) years of administrative experience in program design, development or evaluation; data analysis; or program/project performance improvement, two (2) years of which must have been in a supervisory position; **OR**
- C. Graduation from an accredited college or university with an Associate's Degree in Computer Science, Data Processing, Management Information Systems, Information Technology, Business Administration or a related field and seven (7) years of administrative experience in program design, development or evaluation; data analysis; or program/project performance improvement, two (2) years of which must have been in a supervisory position; **OR**
- D. An equivalent combination of training and experience as defined by the limits of A, B & C above.

ULSTER COUNTY
5141 PRJ DIR CS
Classification: Proposed Non-Competitive
NUMGT

Adopted: December 28, 2021