

PROJECT DIRECTOR, INFORMATION SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is a professional position having responsibility for assisting the Deputy Director of Information Services in the planning, directing and management of the technical 24/7 operations of the County's Information Services Department. The work includes direction over 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. Work is performed under the general supervision of the Director and Deputy 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.

Analyzes the flow and integration of information and data between various systems and recommend 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 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;

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;

Manages cross-functional teams and/or projects;

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;

Establishes processes, procedures and priorities to ensure all systems are operating at required performance levels for software applications, operating systems, hardware systems, etc that ensures adequate and timely responsiveness in 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; working 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 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; tact, courtesy and integrity.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a Master's Degree in Computer Science, Data Processing or a related field and seven (7) 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 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
- C. Possession of an Associate's Degree in Computer Science, Data Processing or related field and ten (10) 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 twelve (12) 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.

Promotional Qualifications: Three (3) years of permanent competitive class status as a Systems Analyst.

ULSTER COUNTY
5142 PRJ DIR IS
Classification: Competitive
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Adopted: September 7, 2017