

DIRECTOR OF COMPUTER SERVICES (Information Technology)

Distinguishing Features of the Class: This is an administrative and technical position involving responsibility for planning, organization, and direction of information management and communication for the County. This position is responsible for the efficient and effective service delivery to users, for resource management, and for design, refinement, and integration of systems and operating methods. Direct supervision may be exercised over Information Technology staff. The Director is also required to collaborate with other Department Heads and their Information Technology staff to plan, coordinate and facilitate the effective use and management of information technology for the entire jurisdiction. Does related work as required.

Typical Work Activities:

- Establishes, issues, and enforces policies and standards;
- Ensures compliance with laws and state/federal standards for Information Technology, e.g. security, copyright laws, contracts, etc.;
- Directs the operations, customer support, advisory, systems development, and integration functions;
- Directs, supervises, and monitors the adequacy of computing and telecommunications networks;
- Develops procedures for the efficient flow of work and business processes;
- Oversees work and staff to ensure assignments are met on a timely basis;
- Reviews requests for additional services and identifies impact on current and planned resources;
- Actively participates on user committee(s) and sub-committees designed to prioritize and track progress of major projects and programs;
- Reports to governing body regarding computer and communications applications and uses, informational needs, operational problems and service requirements;
- Develops benchmarks and performs comparisons to evaluate the effectiveness and quality of information technology performance, customer satisfaction, service delivery and IT spending;
- Prepares written reports on trends in computer and communications equipment, resources, data processing, applications development, information management and systems integration;
- Evaluates new hardware, software and communications technology and methods for applicability to meet county and user needs;
- Assesses proposed systems and recommends appropriate actions;
- Manages contracts and relationships with vendors, develops and/or reviews RFPs, RFQs and bids for information technology needs;
- Analyzes the utilization of resources and initiates programs for improvements in processes, methods, standards, and technology;
- Applies cost/benefit analysis methods to current and proposed applications, hardware and software configurations, structuring and personnel management;
- Performs all necessary administrative functions such as preparing budgets, developing IT plans, billing, hiring, developing and evaluating staff, developing contingency plans, etc.;
- Plans and participates in management education programs as well as provides for staff development in the effective and efficient use of information technology.

Director of Computer Services continued**Full Performance Knowledge, Skills, Abilities and Personal Characteristics:**

- Comprehensive knowledge of principles and practices for delivering an information infrastructure to effectively meet an organization's needs;
- Thorough knowledge of organizational and management principles and practices;
- Good knowledge of methods and terminology for systems analysis, design, programming, integration and implementation;
- Good knowledge of computers and related data processing and data base systems; good knowledge of computer, communications and peripheral equipment applications and uses;
- Good knowledge of the concepts and uses of modern applications including integrated software packages, internet and e-mail applications;
- Good knowledge of programming languages appropriate to the installation;
- Good knowledge of it operations and organization; ability to plan, supervise and evaluate the work of others;
- Ability to communicate ideas clearly both orally and in writing;
- Ability to work and collaborate effectively with management, professional and technical staff, user departments and the public;
- Ability to think creatively and logically.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Minimum Qualifications: Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, AND **EITHER:**

- (A) Possession of a Master's Degree from a regionally accredited or NYS registered college or university in Computer Science, Information Technology, Management Information Systems, Engineering, Math, Physics, or other related; Business Administration or Education PLUS six (6) years of full-time, paid experience in the management and delivery of information systems of which three (3) years must have been in a supervisory capacity; **OR**
- (B) Possession of a Bachelor's Degree from a regionally accredited or NYS registered college or university in Computer Science, Information Technology, Management Information Systems, Engineering, Math, Physics, or other related; Business Administration or Education PLUS eight (8) years of full-time, paid experience in the management and delivery of information systems of which three (3) years must have been in a supervisory capacity; **OR**
- (C) Possession of an Associate's Degree from a regionally accredited or NYS registered college or university in Computer Science, Information Technology, Management Information Systems, Engineering, Math, Physics, or other related; Business Administration or Education PLUS ten (10) years of full-time, paid experience in the management and delivery of information systems of which three (3) years must have been in a supervisory capacity; **OR**
- (D) Twelve (12) years of full-time, paid experience in the management and delivery of information systems of which three (3) years must have been in a supervisory capacity.

05/29/1990 01/26/2000 01/31/2002 09/11/2006 06/10/2013

CLASS: NON-COMPETITIVE, ++Confidential or Policy Influencing – approved State Civil Service Commission 9/11/2006