DIRECTOR OF INFORMATION TECHNOLOGY AND COMMUNICATIONS SYSTEMS

JOB CODE: 1090
DEPARTMENT: Tioga Co. Information Technology & Communications Services
CLASS: Non-Competitive (Policy Influencing Confidential)
SALARY: Management/Confidential
ADOPTED: 3/98, 08/11; Tioga Co.Personnel & Civil Service; Revised 8/13, 01/20

*PUBLIC OFFICER; no term

DISTINGUISHING FEATURES OF THE CLASS: This is a position with primary responsibility for managing the entire information technology infrastructure for Tioga County.   The work includes establishing, evaluating and maintaining information, data and communications systems for Tioga County government, departments and/or agencies. The Director will develop and maintain complete System documentation, including inventories, warranty status, diagrams, and other documentation. The Director will be a vital strategic business decision advisor, providing the Legislature with expert guidance and council on all matters concerning county information technology, including future planning using a process of continual improvement. The Director reports to a committee of the Tioga County Legislature; the committee will allow the incumbent considerable leeway and initiative in the areas of business, information and communications systems analysis. An employee in this class supervises a small number of employees and contractors in information technology related tasks. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
- Manage and pay the telecommunications bills, including phone, wireless and other;
- Assist departments with the development of budgets, software acquisition and maintenance, and technical support;
- Act as a dispatcher to manage the outsourced help desk operation and in-house technical staff and ensure that the needs of the user community are being met;
- Oversee security and patch management;
- Oversee and confirm backups and disaster recovery preparations;
- Creates and maintains general system documentation and instructional materials for end users;
- Manages contracts pertaining to hardware, professional services, software, office supplies, and printing;
- Maintain and manage complete and accurate hardware and software inventories;
- Makes judgments and recommendations to the Legislature regarding the future identification, evaluation, and acquisition of commercial hardware and software products and the utilization of all subcontractors to implement any future data processing or communications solutions;
- Manages the acquisition and maintenance of copier/scanner contracts and produces RFP's as required;
- Creates and maintains general system documentation and instructional materials for end users;
- Oversee server configuration and maintenance and ensure current best practices are being used;
- Assist departments and vendors with the deployment, management, and maintenance of line of business applications;
- Interprets data system needs in the context of federal, state, county and local rules and regulations that apply to department's record keeping needs;
- Determines which information related needs are potential automated applications;
- Coordinates and supervises in the development of specific plans for the design of application and data needs;
- Coordinates in the installation of final on-line versions, to integrate systems, conversion of systems, and/or in the creation of, or revision to existing main frame systems or LANS/WANS;
- Acts as liaison with technical computer personnel in both private industry and government to resolve issues of equipment, supplies, software, etc.;
- Assures that the integrity of the system database is maintained and that data file updates are completed in an accurate and timely manner;

- Establishes a departmental manual reporting system to facilitate information flow into and out of the system;
- Evaluates, maintains and makes recommendations for the upgrading and/or modification of all telecommunications equipment and related software owned by the County.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Thorough knowledge of business practices when providing appropriate technological solutions to problems; thorough understanding of NY State County government agencies and their technology needs; thorough knowledge of federal and state regulations governing Information Technology operations in multiple lines of business such as finance, payroll, legal, medical, judicial, law enforcement, human resources and records management; thorough knowledge of policies and procedures required by a large governmental Information Technology operation, including security policies, personnel policies; thorough knowledge of NY State Archives Records Retention requirements and their application to different departments within the County structure; thorough knowledge of ITIL, IT Life Cycle Management and other standard methodologies for IT governance; thorough knowledge of NIST and NSA based approaches to all aspects of IT operations; thorough knowledge of network technologies, including TCP/IP, switching, routing, trunking, VLAN's, structured cabling systems, wireless technologies, and optical fiber infrastructure; thorough knowledge of OS400 and Microsoft Network Operating Systems and how those technologies apply in a distributed MAN/WAN environment; thorough knowledge of Enterprise messaging systems, especially Microsoft Exchange; thorough knowledge of software applications, especially database applications running on SQL; thorough knowledge of Intel-based server and workstation hardware; thorough knowledge of network security and patch management; thorough knowledge of the use of automation tools for the management of medium-large networks; working knowledge of communication systems, such as PBX, VoIP, RF, wireless and microwave technologies; ability to organize complex data into distinct components, analyze information and to draw logical conclusions; ability to draft and evaluate basic contracts, service level agreements, and other documents that might be encountered in a highly outsourced IT environment; ability to manage and prioritize multiple projects simultaneously; ability to draft large, complex documents, such as RFP's and grant proposals; ability to communicate effectively both orally and in writing; ability to effectively supervise the work of others; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either):

(a) Graduation from a regionally accredited or New York State registered college or university with a Masters degree in business administration, information technology, engineering, or in closely related fields and five (5) years of full-time work experience, or its part time equivalent, in the field of information systems, three (3) years of which must have been in a technical or advisory capacity which involved the development and/or implementation of a computer system and involved the supervision of subordinates; **OR**

(b) Graduation from a regionally accredited or New York State registered college or university with a Baccalaureate degree in business administration, information technology, engineering, or in closely related fields and seven (7) years of paraprofessional or professional level full-time work experience or its part time equivalent, in the field of information systems, three (3) years of which must have been in a technical or advisory capacity which involved the development and/or implementation of a computer system and involved the supervision of subordinates; **OR**

(c) An equivalent combination of training and experience as defined in (a) and (b).

*** Industry standard certifications such as Cisco and Microsoft technical certifications, Project Management, ITIL, and others are highly desirable.