DEPUTY DIRECTOR OF INFORMATION TECHNOLOGY AND COMMUNICATIONS SYSTEMS

JOB CODE: 2090
DEPARTMENT: Tioga Co. Information Technology & Communications Services
CLASS: Competitive
SALARY: Non-Union
ADOPTED: Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Director of Information Technology and Communications Systems (ITCS), this administrative and technical position will assist in the management of the all departmental programs and services, policies, and resources for Tioga County. The work includes establishing, evaluating and maintaining information, data and communications systems for Tioga County government, departments and/or agencies. Direct supervision, as directed by the Director of ITCS, is exercised over assigned personnel. In the absence of the Director of ITCS, the incumbent is authorized to act generally for and on behalf of the Director of ITCS and assumes responsibility of departmental operations and personnel. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
- Acts for the Director of ITCS in his/her absence and represents him/her in an official capacity, as required, on all departmental matters and at local, state and professional meetings;
- Directs and coordinates special projects and training programs as assigned by the Director of ITCS;
- Oversees and coordinates activities and employees related to the day-to-day operations and responses to work orders, technology issues and service requests;
- Establishes work order procedures, priorities, and controls to insure adequate volume and responsiveness in operations;
- Coordinates the implementation of new operating systems and hardware;
- Manages vendor alert notifications and applies corrective action;
- Assist departments with the development of budgets, software acquisition and maintenance, and technical support;
- Assist departments and vendors with the deployment, management, and maintenance of line of business applications;
- Creates and maintains general system documentation and instructional materials for end users;
- Manages contracts pertaining to hardware, professional services, software, office supplies, and printing;
- Creates and maintains general system documentation and instructional materials for end users;
- Assists in the maintenance and management of hardware and software inventories;
- Insures that all systems are operating at required performance levels including applications of software, operating systems, and modifications suited to users' needs;
- Assists with the establishment of new and revised department and organizational policies and operating procedures; Confers with software, hardware and other technology vendors regarding problems and corrective actions;
- Assists in the preparation of strategic plans and the annual departmental budget;
- Acts as liaison with technical computer personnel in both private industry and government to resolve issues of equipment, supplies, software, etc.;
- Assists in evaluating and making 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 Microsoft Network Operating Systems; thorough knowledge of network security and patch management; thorough knowledge of software applications, especially database applications

running on SQL; thorough knowledge of Intel-based server and workstation hardware; thorough knowledge of network technologies, good knowledge of the use of automation tools for the management of medium-large networks; good 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; good knowledge of policies and procedures required by a large governmental Information Technology operation, including security policies, personnel policies; working knowledge of NY State Archives Records Retention requirements and their application to different departments within the County structure; 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 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 plan and direct 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 Bachelor's degree in computer science, business or public administration, information technology, computer engineering, or closely related fields and three (3) years of full-time paid work experience (or its part time equivalent), in coordinating and implementation of information system projects, or performing systems analysis or technology application activities; **OR**

(b)   Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in computer science, business or public administration, information technology, computer engineering, or closely related field and five (5) years of full-time paid work experience (or its part time equivalent), in coordinating and implementation of information system projects, or performing systems analysis or technology application activities; **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.