

SUPERVISOR OF TECHNOLOGY SERVICES

Code No: 3-20-067
Competitive

DISTINGUISHING FEATURES OF THE CLASS: This is a managerial position responsible for assisting the director of an information systems department with directing and coordinating the day-to-day operations of the department. Duties include ensuring an agency's request for computer support and services is met in a timely manner through communicating needs to staff, prioritizing work, providing staff with necessary resources, and maintaining the required technical level of staff through the provision of proper on-going training. Other responsibilities include evaluating technology products and services for the agency's data, voice, voice messaging, cellular systems, and emerging telecommunications technologies. The employee reports directly to and works under the general supervision of the Supervising Director of Management Information Systems, the Director of Technology Operations, or other administrative staff member. General supervision is exercised over a technical staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other activities may be performed although not listed.)

Responds to and coordinates day-to-day client requests related to software application services and/or hardware services;

Supervises technical staff and provides appropriate technical training;

Works with agency regarding new and future positions, determines appropriate staffing levels, and recruits and hires staff;

Attends meetings with facility planners and contractors to review, discuss, and coordinate projects as they relate to the agency's telephone and computer operation;

Oversees and coordinates analysis, design, development and implementation of applications and services;

Oversees and coordinates marketing efforts;

Determines current and future agency services through site visits, customer group meetings, surveys and other means, and communicates findings to appropriate staff;

Prepares materials when required for presentations

Ensures projects are implemented in a timely manner and within budget;

Maintains a current understanding of business objectives and recommends the use of automated systems to streamline processes;

Oversees the integration of customer feedback into existing processes to continually improve the quality of services provided;

Provides guidance in the preparation of project plans and schedules including requirements, technical expertise, resources, tasks and work assignments;

Monitors daily telecommunications (voice and data) traffic and performance;

Develops and maintains the telecommunications budget including hardware, software, payroll, and external vendors;

Manages agency's cell telephone contract and evaluates services to identify best solutions for the agency;

Assists the Director in the performance of his/her duties.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of strategic and tactical planning concepts; working knowledge of the principles and techniques used in telecommunications (voice and data) systems performance, analysis and design; analytical skill; ability to understand telecommunications applications modifications and developments; ability to develop and align critical business objectives with an effective information technology strategy; ability to communicate with telecommunications technicians regarding problems and solutions, and relay technical information to non-technical staff in an understandable manner; ability to determine current and future agency needs regarding telecommunications systems; ability to coordinate client requests related to software application services and/or hardware services in a timely manner; ability to coordinate marketing efforts, analysis, design, development and implementation of applications and services; ability to supervise telecommunications administrators and technicians; ability to assist in the preparation of a budget; leadership ability; ability to insure appropriate technical training; ability to communicate effectively; ability to assess needs, conceive and develop long-term plans and policies; ability to establish and maintain effective professional relationships; good judgement; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Management Information Systems (MIS), Computer Science, Information Science, or other MIS, computer or information science field, plus five (5) years paid full-time or its part-time equivalent experience in systems programming and development, systems analysis, or end-user services or application support services, two (2) years of which must have been in a supervisory capacity, and two (2) years of which must have included in either capacity end-user and/or application support services; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Management Information Systems (MIS), Computer Science, Information Science or other MIS or computer or information science field, plus seven (7) years experience as described in (A) above, two (2) years of which must have been in a supervisory capacity, and two (2) years of which must have included in either capacity end-user and/or application support services; OR,
- (C) Nine (9) years experience as described in (A) above, two (2) years of which must have been in a supervisory capacity, and two (2) years of which must have included in either capacity end-user and/or application support services; OR,
- (D) Any equivalent combination of training and experience as defined by the limits of (A), (B) and (C).

Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: April 8, 2004