ASSISTANT DIRECTOR, ITS (GROUP OF CLASSES)*

DISTINGUISHING FEATURES OF THE CLASS: This is administrative and technical work of a complex nature that involves responsibility for assisting the Director, ITS, in planning, formulating and implementing policies and procedures for the support, maintenance and oversight of a large-scale network that supports computer needs. The work is performed under the general supervision of the Director, ITS, and supervision is provided to professional, technical and clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:
Assists the Director, ITS, in planning, formulating and implementing policies and procedures for network administration, the support of software and hardware, the installation, configuration and maintenance of computers and the general oversight of ITS operations and functions;
Reviews and monitors current policies, researches new technology and makes effective recommendations for change, when appropriate;
Confers with agencies in order to exchange information, resolve problems, and identify and assess short and long term ITS-related needs and goals;
Evaluates, prioritizes and responds to users' requests for computer support and training;
Supervises the activities of ITS staff;
Coordinates and monitors the installation, configuration and maintenance of networks, local LAN's, WAN, internet connections and central computer system servers, desktop systems and peripherals, etc.;
Acts as liaison with software and hardware vendors in the resolution of problems, and to discuss proposals for new equipment and products;
Oversees and participates in the purchase and/or lease of hardware, software, training materials, maintenance contracts, etc.;
Designs and oversees the installation of voice, data and video communications;
Monitors the design and implementation of systems developed in-house using PC-based software;
Oversees and participates in the assessment of training needs and may develop appropriate training plans;
Develops, submits and tracks department budgets, contracts and expenses;
Administers departmental personnel matters (e.g. staffing, performance appraisal);
Prepares and maintains application, network and systems documentation and procedure manuals;
Prepares a variety of reports, as needed;
May locate electronic data in response to FOIL requests;
May restrict electronic access to folders, files and emails, as needed;
May act for and in place of the Director, when required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Thorough knowledge of the principles, practices, methods and techniques of computer and information systems; thorough knowledge of administrative practices; thorough knowledge of the capabilities, application and operation of a variety of computer hardware, software and related technology; good knowledge of network administration; ability to develop, organize and implement policies and procedures relative to the installation and configuration and maintenance of the computer systems; ability to understand and interpret complex manuals and other technical materials pertaining to information systems and networks; ability to supervise the work of others; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative working relationships with others, including department heads and staff.

MINIMUM QUALIFICATIONS: A Bachelor's degree or higher <u>and</u> five (5) years of professional and/or technical experience in a networked environment that included responsibility for systems analysis and/or programming, systems administration and/or management information systems, at least one (1) year of which must have involved administrative and/or management duties as a substantial portion of the work.

NOTE:

1. Additional years of the required experience may be substituted for the Bachelor's degree on a year-for-year basis, up to four (4) years.

2. A Bachelor's degree or higher in Computer Science, Management Information Systems, Business Administration, or comparable curriculum, may be substituted for one (1) year of the required general experience.

3. A CNE (Certified Network Engineer) or CNA (Certified Network Administrator) may be substituted for one (1) year of the required general experience.

*This reflects a retitling of Assistant Director, MIS (Group of Classes- County) in the County of Rockland and Assistant Director of Management Information Systems (Schools) in the school districts.

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Competitive