DIRECTOR OF INFORMATION TECHNOLOGY SERVICES (I.T.S)*

DISTINGUISHING FEATURES OF THE CLASS: This is administrative and technical work that involves responsibility for planning and implementing current technology in coordination with all departments and some external users and supervision is exercised over all I.T.S. staff and direct supervision is provided to personnel who manage diverse facets of the current information systems technology. The work is performed under the general direction of a higher-level administrator/executive staff and supervision is exercised over managerial, professional and technical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:
Organizes and oversees the installation, configuration and maintenance of the information system and network including all local LANs, the WAN, Internet connections, all central computing systems, servers and applications, and all desktop systems and their peripherals;
Coordinates and manages performance, as well as supervises administrative, networking, application, WEB and consulting personnel in the planning and implementation of projects;
Ensures a high level of support and utilization within the user community by reviewing and evaluating trends and changes in the areas of computer technology and management;
Monitors the design and implementation of applications systems and oversees applications analysis and programming;
Evaluates, installs and configures systems purchased from vendors;
Oversees the purchase of all departmental hardware, software and technology in order to ensure standardization and integrated systems and develops upgrade paths and makes purchase recommendations to ensure the efficient use of technology;
Directs the strategic planning, development and management of new automated information and communication systems and technology, as well as enhancements to existing automated systems;
Develops and oversees data, systems, network and hardware security procedures with appropriate staff, including the maintenance of a disaster recovery processes;
Organizes 'Help Desk' facilities to assist users in problem solving, including planning and troubleshooting of networks, PCs, LANs, servers and applications;
Prepares and monitors the annual budget of the I.T.S. department;
Develops and oversees long term plans for the department/agencies computer systems;
Administers vendor contracts, including preparation and analysis of bids, maintenance of hardware and software inventory, and renewal of contracts;
Plans, recruits and hires personnel to maintain staffing needs and appropriate levels of expertise and organizes positions effectively to offer quality support to user departments;
Organizes training of I.T.S. personnel and all departments/agencies for support of computing and technology resources including the training of users for proficiency in network, desktop systems, internet, and other applicable technology.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Thorough knowledge of the principles, practices, methods and techniques of a distributed network environment; good knowledge of the capabilities, application and operation of all types of hardware, software, and related state-of-the-art technology used in a moderate-sized installation; good knowledge of the principles and practices of systems analysis; ability to understand and interpret manuals, and other technical material pertaining to information systems and networks; ability to plan, organize and supervise the work of professional and technical employees; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with department heads, staff and elected officials.

(over)

MINIMUM QUALIFICATIONS: A Bachelor's degree or higher in Computer Science, Information Technology, Management Information Systems, Business Administration, or comparable curriculum <u>and</u> seven (7) years of professional experience in a network distributed environment, three (3) years of which must have substantially involved administrative and/or management duties.

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