

Technology Services Coordinator (Promotional)

Tompkins County

Department: TST BOCES, Trumansburg Central School, Newfield Central School

Classification: Competitive

Approved: BOCES Board Action 04/19/10

Revised: 10/10; 3/14; 4/18

By: AF, Commissioner of Personnel

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:

Admission to this departmental promotion examination will be limited to current employees of Newfield Central School who currently hold and have continuously held, permanent and/or contingent permanent competitive class status for at least four years in the title of Network Specialist.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position responsible for managing and overseeing the work procedures of information technologies as they relate to a variety of administrative, financial, statistical or educational data, and electronic communications functions. Responsibilities include project management and oversight of a variety of data management and instructional technologies, voice and data communications networks. The work is performed under the general direction of the Director of Technology Services and the District Superintendent. Considerable leeway is allowed in: managing stakeholders; developing requirements; and planning work programs, procedures, methods, and schedules for equipment, all of which may present conflicting deadlines or unpredictable fluctuations in the work load. Provides technical direction to all assigned personnel. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Plans and administers processes for development of requirements for computer and communications systems including stakeholder participation, requirements documentation, budget development and approval, oversight of procurement processes, assurance of sound implementation plans;
- Advises the operation of a Technology Department and computer networks engaged in processing, analyzing, and storing a variety of administrative, financial, statistical or educational data;
- Coordinates, trains, and provides assistance to technical employees engaged in the operations of computers, communications, and multi-media equipment, and related peripheral equipment;
- Oversees production procedures, priorities, and controls to insure adequate volume and accuracy in operations;
- Reviews and directs the flow of information between various computing servers and various units participating in the information processing system and designs computing and communication resources, procedures, and programs accordingly;
- Implements new applications, operating systems and hardware;
- Plans, designs, develops and implements systems working closely with department heads or their designees;
- Insures that all systems are operating at required performance levels including applications of software, systems software, hardware, and modifications suited to users' needs;
- Implements new and revised department policies and operating procedures;
- Confers with superiors and operating department personnel to ascertain the nature of projects to be brought on line and resolve difficulties with existing applications;
- Determines whether the agencies' needs can be satisfied with internal resources and, if not, recommends and assists in the development of contracts with external entities;
- Confers with software vendors of packaged Applications regarding problems and revisions to the software;
- Reviews the work of the Technology Staff to determine adherence to department policies and the needs of those serviced;
- Prepares reports on results of surveys and analyses and makes recommendations as to application to data processing equipment;

- Prepares annual department budget requests based on user requirement, mandated items, current and anticipated resources, and department objectives;
- Reviews and authorizes cumulative operating and work load reports on a variety of data processing equipment and auxiliary equipment;
- Determines need for new or additional equipment or personnel and recommends type and/or capacity;
- Carries out a public information and public relations programs for the department, including web site development and management.
- Develops appropriate staff training programs;
- Coordinates training initiatives in selecting and recommending computer related training for all users;
- Coordinates communications and computing resources in conjunction other local governments, New York State agencies, public schools, BOCES and other institutions to determine opportunities for resource and information sharing to meet the agencies needs;
- District-wide travel is required on a regular basis.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the operation, care, and adjustment of electronic computers and related peripheral equipment;
- Thorough knowledge of the operation, care, and adjustment of electronic communications systems and related peripheral equipment;
- Thorough knowledge of application software of major types of electronic data processing equipment;
- Ability to monitor and control a large number of projects, problems and issues;
- Ability to plan, monitor, and evaluate project outcomes and technical employee contributions;
- Ability to establish and maintain good working relationships with program administrators, legislators, and component school district staff.
- Ability to meet the travel requirements of the position.
- The employee's physical condition shall be commensurate with demands of the position.

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