

## **Deputy Director of Information Technology Services Tompkins County**

**Department:** Information and Technology Services Department

**Classification:** Non-competitive

**Labor Grade:** Management Grade 89

**Approved:** Reclass of GIS Project Leader Slot 01/15/2013

**Revised:** 02/27/2013; NYS CSC 5/15/19; 7/2021

**By:** RP, Commissioner of Human Resources

### **MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered college or university with a Masters Degree in electronic data processing, computer science, public administration or closely related field **AND** four (4) years of experience in the management of information systems projects, or the operation of electronic data processing equipment involving programming, systems analysis or technology application activities, two (2) years of which shall have been in a supervisory capacity; **OR**
- (b) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's Degree in electronic data processing, computer science, public administration, or closely related field **AND** six (6) years of experience in the management of information systems projects, or the operation of electronic data processing equipment involving programming, systems analysis or technology application activities, two (2) years of which shall have been in a supervisory capacity; **OR**
- (c) Graduation from a regionally accredited or New York State registered two-year college or university with an Associate's Degree **OR** sixty (60) credit hours in electronic data processing, computer science, public administration, or closely related field **AND** eight (8) years of experience in the management of information systems projects, or the operation of electronic data processing equipment involving programming, systems analysis or technology application activities two (2) years of which shall have been in a supervisory capacity; **OR**
- (d) Possession of a high school diploma or equivalency diploma **AND** ten (10) years of full-time paid (or the equivalent part-time) experience in the management of information systems projects, or operation of electronic data processing equipment involving programming, systems analysis or technology application activities, two (2) years of which shall have been in a supervisory capacity; **OR**
- (e) Any combination of training and experience equal to or greater than that specified in (a), (b), (c), and (d) above.

### **SPECIAL REQUIREMENT:**

The applicant must possess a valid New York State driver's license at the time of appointment and maintain such license for the duration of employment.

Tompkins County is committed to Equity and Inclusion. We encourage others with similar values to apply.

### **DISTINGUISHING FEATURES OF THE CLASS:**

Under the general direction of the Director of Information Technology Services, this administrative, supervisory, and technical position will assist in the management of Information Technology programs, policies, and resources for Tompkins County. This includes the management of complex data processing and communication systems and initiatives, network infrastructure and operating systems, device and end-user client technology, telecommunications solutions, cyber security, and the supervision of service requests. Direct supervision, as determined by the Director of Information Technology Services, is exercised over assigned personnel. In the absence of the Director of Information Technology Services, the incumbent is authorized to act generally for and on behalf of the Director of Information Technology Services and assumes responsibility of departmental operations and personnel. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- Acts for the Director of Information Technology Services 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 programs as assigned by the Director of Information Technology Services;
- Supervises 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;
- Supervises, trains, and provides assistance to technical employees engaged in the operation and management of computers, network components and other related peripheral equipment;
- Reviews the work of supervised Information Technology Services employees to determine adherence to project goals and departmental standards, policies and procedures;
- Coordinates the implementation of new operating systems and hardware;
- Establishes processes and requirements for computer and telecommunications systems, including stakeholder participation, specifications and business process analysis documentation, budget development, oversight of procurement processes, and assurance of sound implementation plans;
- Analyzes the flow and integration of information and data between various systems and recommends solutions to improve computing and communication procedures and enhance efficiencies for local government programs and services;
- Determines whether departmental and agency needs can be satisfied with internal resources and, if not, recommends and assists in the development of grant applications, specifications, requests for proposals, bids and contracts with external entities and the Purchasing Division;
- Plans, designs, develops and implements technology solutions working closely with department heads or their designees, and other local governments and New York State agencies;
- Coordinates communications, computing resources and shared services initiatives in conjunction with other local governments and New York State agencies;
- Insures that all systems are operating at required performance levels including applications of software, operating systems, hardware, and modifications suited to users' needs;
- Assists in 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 based on user requirements, mandated items, current and anticipated projects and resources, and organizational objectives;
- Determines need for new or additional equipment and software and recommends type and/or capacity;
- Provides input and recommendations on policy formulation and program policy development to the Director of Information Technology Services, County departments, elected officials, and partnering external agencies;
- Analyzes, interprets and condenses federal and state legislation, regulatory and administrative policies in the area of information technology services and cyber security;
- The Deputy Director will act for and on behalf of the Information Technology Services Director in his/her absence.

#### **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, voice communications systems, and related peripheral equipment;
- Thorough knowledge of the principles of electronic computer programming and systems analysis;
- Thorough knowledge of application of major types of electronic data processing equipment to administrative, accounting and statistical problems;
- Good knowledge of governmental budgetary procedures;
- Ability to monitor and control a large number of projects, problems and issues;
- Ability to translate and adapt administrative, statistical and financial data to programs for use in a data processing operation;
- Ability to plan and supervise the work of subordinates;
- Ability to establish and maintain working relationships with program administrators and legislators;
- The employee's physical condition shall be commensurate with the demands of the position.

#### **PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee has a high level of autonomy and the work is performed under the general direction of the Information Technology Services Director. Wide leeway is allowed for the exercise of independent judgment in carrying out work activities. This work does involve considerable demands from extremely tight deadlines and constant rush orders. The

employee is required to exercise a high level of interpersonal skill and understanding to persuade, motivate or influence others and to facilitate meetings involving information technology issues. Internal contacts are across departments and agencies within Tompkins County's jurisdiction and require clarification of policy programs, projects or issues requiring inter-agency cooperation. External contacts are with high-ranking officials and administrators, including heads of public/private agencies or organizations and legislators and involve important issues of policy and mission, including professional associates, New York State government agencies, local municipalities, and union representatives involving the administration of public information technology services programs and policy. While performing the duties of this job, the employee is frequently required to sit, use hands to keyboard, handle, or feel objects, manipulate tools, or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Due to extensive computer usage, the job requires considerable visual effort. The work environment has minimal exposure to disagreeable conditions. The incumbent will perform all related duties as required.

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