MANAGER OF TECHNICAL SUPPORT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work is primarily involved with managing data communications and distributed data processing at the Regional Computer Center. The worker is responsible for coordinating and supervising the activities of a team of technical support services staff and is responsible for special projects assigned by the Director. The incumbent is responsible for planning, implementing and managing technology intiatives for the Regional Information Center and for the districts that the Regional Information Center supports. The work is reviewed through conferences and reports on projects and technical evaluation. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates information technology services for the Regional Computer Center;
Manages all aspects of IT projects such as, oversight of design planning, implementation planning and evaluation;
Supervises technical staff assigned to the project teams;
Utilizes analytical tools and research to evaluate initiatives, to develop strategic plans and to provide direction and future planning;
Assists in budget preparation, including requests for equipment purchasing, licenses, maintenance agreements, etc.;
Assists in development of bids and contracts for purchased services and equipment;
Has Responsiblility for maintenance of inventories of all related equipment and supplies;
Coordinates regional committees or task forces as assigned by Director;
Participates in regional and state meetings as assigned by Director.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of telecommunications systems, networks, data systems, etc;
Thorough knowledge of IT project management, including planning and implementation;
Good knowledge of budget development and fiscal management;
Good knowledge of government requirements for purchasing and asset management;
Ability to utilize research and analytical tools in decision making;
Ability to communicate effectively both orally and in writing;
Ability to supervise and direct the work of others;
Good organizational skills;
Good business management skills;

MINIMUM QUALIFICATIONS:

A)   Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's degree and four years experience in computer systems analysis, programming, telecommunications, information technology, or related areas; or

B)   Graduation from a regionally accredited or New York State registered two year college with an associates degree and six years experience in computer systems analysis, programming, telecommunications , information technology , or related areas; or

C)   Six years of experience in computer systems analysis, programming, telecommunications, information technology, or related areas which must have included or be supplemented by two years or more of coordination and implementation of information technology projects; or

D)   An equivalent combination of training and experience as indicated between the limits of A), B) and C) above.

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COMPETITIVE