ASSISTANT MANAGER OF TECHNICAL SUPPORT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work has responsibility for assisting in the supervision and coordination of the activities of a team that provides support for software applications, systems and related services provided to school districts. The incumbent communicates with managers within the organization and school administrators when needed regarding service planning, service development, service operations and other matters related to the services provided to component school districts. Duties also includes the planning, management, and oversight of customer-facing initiatives and projects. The Assistant Manager of Technical Support Services actively participates in the overall strategic planning of the Regional Information Center. Work is performed under the general supervision of the Manager of Technical Support Services or Manager of Customer Services with leeway given to carry out the policies, procedures, and objectives consistent with the mission, goals, and core beliefs of Broome/Tioga BOCES and the Regional Information Center. Supervision is exercised over various subordinate employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists with the leading, supervising, evaluating, and coordinating of activities with a team;
Analyzes operations processes and procedures and identifies areas of potential improvements within the team;
Actively participates, informs and supports the development of cross-functional teams to ensure proper coordination of services with other departments;
Assists in the management of all aspects of IT projects such as oversight of design planning, implementation planning, and evaluation;
Aids in the writing and presents service plans, proposals, project status reports and initiatives related to activities within the team and in conjunction with other managers;
Assists in resolving conflicts with internal and external matters related to service issues, customer complaints, and applications problems;
Aids with developing, monitoring, and managing team goals consistent with the mission, vision, and strategies of the division;

ASSISTANT MANAGER OF TECHNICAL SUPPORT SERVICES–cont'd

Researches and consults with school districts to develop IT solutions that help school districts streamline operations and solve problems;
Assists in the development of budgets, including requests for equipment purchasing, licenses, maintenance agreements, etc. in collaboration with other managers and financial support staff;
Aids in the development of bid documents, requests for proposals, scopes of work and other information needed to procure services that meet the needs of the school districts;
Reviews, processes, services, operations, contracts and other matters necessary to ensure security and privacy of data;
Assists in the administration of personnel policies, resolution of employee issues, hiring and staff evaluations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the organization and functioning of school systems and their needs related to the implementation and use of information technology and information systems;
Thorough knowledge of the overall operation of hardware, software, and other technology systems also including items related to areas such as financial management, student management, office automation, facilities management, cafeteria management, and/or business process management;
Thorough knowledge of IT project management, including planning and implementation;
Good knowledge of budget development and fiscal management, adhering to government requirements for purchasing and asset management;
Ability to prepare and maintain a variety of reports;
Ability to organize and evaluate data;
Ability to clearly and effectively interpret and communicate complex issues in a manner that makes it easy for others to easily understand;
Ability to direct and supervise the work of others;
Ability to establish and maintain effective working relationships with supervisors, peers, staff and school district employees;

ASSISTANT MANAGER OF TECHNICAL SUPPORT SERVICES–cont'd

Ability to demonstrate a strong work ethic and is committed to the organization;
Ability to manage multiple priorities in a fast-paced environment;
Ability to think strategically;
Ability to handle difficult and stressful situations;
Strong organizational skills;
Positive attitude;
Professional demeanor;
Tact.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's degree and three (3) years of experience in information systems systems, business administration, information technology, customer service, or related areas that included the supervision and/or management of technology systems or software; OR

B) Graduation for a regionally accredited or New York State registered two-year college with an Associate's degree and five (5) years of experience in information systems, business administration, information technology, customer service, or related areas that included the supervision and/or management of technology systems or software; OR

C) Graduation from high school or possession of an equivalency diploma and six (6) years of experience in information systems, business administration, information technology, customer service, or related areas, which must have included or been supplemented by two (2) years or more of coordination and implementation of information systems projects; OR

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