

DIRECTOR OF INFORMATION SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising, coordinating, and supporting county-wide information technology and telecommunications activities. The incumbent supervises, trains, and assists personnel involved in all aspects of technology services including software and hardware installation, repair, technical support and training, telephone services and video networks. The work is performed under general direction of the County Administrator with considerable leeway allowed in planning work programs, procedures, methods, and schedules for the equipment. Supervision is exercised over subordinate information technology personnel. A Director of Information Services does related work as required.

TYPICAL WORK ACTIVITIES:

- Supervises, trains, and provides assistance to information technology staff;
- Provides technical advice and assistance to department officials in identification and solution of a variety of information technology problems;
- Establishes, coordinates, and maintains schedules and priorities for the utilization of services, programming, and training;
- Performs administrative duties such as purchasing of hardware and software, managing service contracts and outsourcing services;
- Provides cost forecasts, estimates, and billing for a variety of County information technology activities;
- Researches new technologies to identify future technology needs of the County;
- Plans and implements new technology projects and establishes and maintains documentation of associated costs;
- Coordinates the acquisition of computer hardware, software, and supplies and establishes and maintains inventory of same;
- Prepares a variety of records and reports in connection with information systems and computer data.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of the overall operation of information technology systems; thorough knowledge of network systems including those used for telecommunications; thorough knowledge of the operation of computer hardware and software; good knowledge of the computer hardware and software industry and products; good knowledge of modern office terminology, procedures, and equipment; ability to plan, organize, coordinate, administer, and evaluate the effectiveness of program plans and provision of services related to information technology; ability to plan and supervise the work of others; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Either:

- A.) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree including or supplemented by thirty (30) credit hours in management information systems, computer science, information technology or closely related field and two (2) years experience in network administration, information systems management or computer programming;

OR

- B.) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree including or supplemented by eighteen (18) credit hours in coursework defined in (A) and four (4) years of experience as defined in (A);

OR

- C.) Graduation from high school or possession of a high school equivalency diploma and six (6) years of experience as defined in (A);

OR

- D.) An equivalent combination of training and experience as defined by the limits of (A), (B), (C), and (D).

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 11/14/02

Revised: 03/17/11