

INFORMATION TECHNOLOGY MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The incumbent is responsible for the coordination of technology projects, managing the technology staff, coordination of research and development, and working with administrative staff to identify, recommend, develop, implement, and support cost-effective technology solutions. The incumbent will also supervise the maintenance and operation of computer software and hardware. Work is performed under the general supervision of the Chief Information Technology Officer or his/her designee. Supervision is exercised over the work of other personnel.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Initiates the integration of new technologies and recommends plans for future services;
- Evaluates network methodologies to implement a telecommunications network and makes necessary recommendations for changes in networks;
- Installs and relocates hardware and software for technology equipment, including assembly, configuration and transport, in accordance with established procedures and instructions;
- Performs and supervises periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;
- Responds to and supervises maintenance service requests related to technology;
- Provides staff training for the use of technology resources;
- Evaluates the effectiveness of services in relation to the changing needs of the users, i.e., to ascertain if systems are “user friendly”;
- Supervises the preparation of technology documentation, specifications, standards, instructions and user manuals as needed;
- Travels to and from various locations to install, test and repair computer related equipment;
- Works with contract and vendor supplied personnel engaged in the installation, maintenance and repair of technology hardware and software;
- Maintains operating records and prepares routine operating reports;
- Informs supervisor as to the status of all operating problems;
- Supervises the work of other personnel;
- Reviews work performed by subordinate personnel;
- Represents the department for technology purposes at community and group meetings;
- Keeps informed of professional development and attends professional meetings;
- Performs stack maintenance;
- Enters and retrieves information in an automated information system;
- Assists in the preparation of budget proposals and estimates for library automation services;
- Assists with the design of global network and other technology standards including communications protocols, security standards and related procedures;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of computer networks, hardware and software systems;

- Thorough knowledge of the components, operation, maintenance and repair of network equipment;
- Thorough knowledge of data communications and basic electronics terminology;
- Good knowledge of standard communications protocols;
- Good knowledge of basic computer communications software;
- Ability to communicate effectively with others;
- Ability to comprehend users' needs quickly and accurately;
- Ability to think logically;
- Ability to comprehend complex technical materials and understand basic writing diagrams;
- Ability to lift equipment weighing up to 50 pounds;
- Ability to exercise leadership and motivate others;
- Ability to plan and coordinate the work of others;
- Ability to express ideas clearly and effectively, both orally and in writing;
- Ability to understand and carry out written and oral directions;
- Good judgment;
- Initiative;
- Resourcefulness;
- Reliability;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's degree which included or was supplemented by 15 credits in computer science, information technology or closely related field and four (4) years of fulltime paid experience in the installation, operation, maintenance and problem diagnosis of network equipment including hubs, routers and switches and a minimum of two (2) years of supervisory experience; OR
- (B) Graduation from regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's degree which including or was supplemented by 15 credits in computer science, information technology or closely related field and six (6) years of fulltime paid experience in the installation, operation, maintenance and problem diagnosis of network equipment including hubs, routers and switches and a minimum of two (2) years of supervisory experience.

NOTE: Certification from a higher level network-training program that is vendor-approved, such as Certified Cisco Network Associate (CCNA), may be substituted for one (1) year of the above stated technical experience.

SPECIAL REQUIREMENT: A valid NYS Driver's License is required at the time of appointment and for the duration of employment.

Amended:
12.04.23