

DIRECTOR OF APPLICATION SUPPORT

GENERAL STATEMENT OF DUTIES: Manages and develops the County data communications network; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Manager - Data Processing, an incumbent of this class is responsible for administering the operation of a technically complex data communications system and all customer services operations. This position has wide latitude for selecting the most efficient equipment and designing facilities. General supervision is exercised over a large technical staff.

EXAMPLES OF WORK: (Illustrative Only)

Conducts studies, analyzes and reviews requirements for all County data communications systems;

Reviews data communication systems in terms of propriety of application, reliability and cost effectiveness;

Develops long and short term data communications planning and strategy;

Authorizes changes in equipment and facilities to attain maximum network performance, reliability and cost-effectiveness;

Implement network changes via acquisition of equipment and facilities;

Provides technical specifications and requirements;

Directs and oversees network expansion/alteration;

Develops and administers capital and operating data communications accounts;

Administers daily operation of county data communications network, including microwave systems;

Directs centralized "customer services" operation inclusive of formalized training programs in all county teleprocessing applications;

Interfaces with all County departments and divisions to develop and implement network goals;

Interfaces with public telephone utility equipment and service vendors to insure proper delivery of products and facilities.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of organization structure; thorough knowledge of the establishment, operation, and maintenance of data communications network facilities; thorough knowledge of the application of Data Communications to information handling requirements; good knowledge of the mechanized and clerical procedures and problems; good knowledge of the requirements and problems of computer programming, operations, and software, particularly including capabilities, applications, and day-to-day administration; ability to plan and supervise the work of others; ability to prepare and present oral and written reports; sound judgment; initiative; resourcefulness; tact; stamina; good health.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from a recognized college or university with a Bachelor's Degree* and either (a) four years experience in communications systems operations, including one year of which was in a supervisory capacity; or (b) four years experience in systems analysis and design of data communications applications, including one year of which was in a supervisory capacity; or (c) a satisfactory equivalent combination of the foregoing training and experience as defined by the limits of (a) and (b).

NOTE: At time of appointment, possession of a valid license to operate a motor vehicle in the State of New York.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post secondary degree granting institution.