DIRECTOR OF TECHNICAL SUPPORT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for planning, directing and controlling the development and maintenance of computer software programs in support of systems development in the Board of Elections. Responsibilities involve the development and establishment of departmental standards and procedures, using technical judgment, in the supervision, assignment, selection and training of staff; monitoring, directing and coordinating their efforts; evaluating current and projected hardware and software needs; and coordinating and directing the installation of new operating systems to ensure their technical feasibility in implementing the provisions of the Help America Vote Act and other systems of the department.   Supervision may be exercised a number of professional, technical or clerical support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Directs, coordinates and supervises the activities of staff to ensure that departmental or County information systems are developed and maintained for optimum use, and that resources are being utilized in the most efficient and cost effective manner;

Participates in the development and implementation of data processing policies to ensure uniformity of operations within the department;

Provides technical advice and consultation to staff;

Monitors and analyzes system performance to identify production problems or change existing procedures to enhance performance;

Reviews systems projects in coordination with managers and evaluates them to determine software and hardware requirements and schedules;

Confers with representatives of the department to determine the automated systems and data communications requirements needed to meet their management objectives;

Initiates and conducts detailed studies to optimize efficiency in the cost and utilization of telephone lines, computers and other related equipment;

Keeps abreast of developments in the technology of electronic data processing and data communications software and hardware to provide technical advice and consultation, as well as to develop plans that will enable the expansion and/or modification of current operating systems;

Confers with vendors (i.e., IBM, Unisys, etc.) to coordinate the installation, repair, and preventive maintenance schedules for all equipment;

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough technical knowledge of the operation and use of state of the art computers, their capabilities, and limitations; thorough knowledge of business practices, systems, and forms; thorough knowledge of organizational structure and work flow; good knowledge of diversified government activities; ability to plan and supervise the work of others; ability to read and interpret technical literature about changes in techniques and equipment; ability to prepare oral and written reports; ability to communicate effectively, both orally and in writing; sound judgment; initiative; resourcefulness; tact; ability to think logically; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school diploma or equivalency and eight years of administrative or managerial experience which involved planning and implementing systems and processes, five of which must have been in the public (government) sector.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four years of the above stated experience.

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

NOTE: "Recent experience" refers to experience obtained primarily within the last five years.

West. Co.   Job Class Code: C1475
J. C.: Unclassified in Bd of Elections   J.G. XIV
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