

MANAGEMENT ASSISTANT (GENERAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class works in the Information Technology Department and is responsible for scheduling, coordinating and supervising the installation of information technology equipment and all renovations and repairs to ensure that the infrastructure of computer networks are working efficiently and are supporting all computer operations. Responsibilities include the regular inspection of facilities for repair and maintenance purposes, the planning and lay-out of the work required, and the estimation of material costs and man hour requirements. Liaison is maintained with departmental units as well as other departments to ensure that required support services needs are met. Work is performed with considerable independence in accordance with prescribed rules and regulations. Supervision is exercised over a number of subordinate staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Schedules, coordinates and supervises the installation of information technology equipment and all renovations and repairs including electrical power and air conditioning system repairs;

Supervises the work of contractors in connection with the maintenance and improvement of network facilities and inspects work performed to ensure contract compliance;

Conducts periodic inspections of buildings, evaluates the complexity of any needed repairs to network hardware to determine the most cost effective solutions and project job costs;

Oversees the implementation of approved repair procedures to ensure ongoing efficient operation of all equipment in all buildings;

Maintains ongoing relationships with all department units to keep abreast of their service needs to anticipate problems before they become crisis situations;

Acts as a liaison with the Department of Public Works for engineering and mechanical support for computer and other Information Technology infrastructure maintenance;

Compiles and analyzes expense reports to participate in the preparation of the departmental budget;

Conducts performance appraisals to ensure that work is completed properly; advises managerial staff of any problems;

Attends meetings and conferences as assigned.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the techniques, procedures and processes used for the efficient operation of building services; thorough knowledge of the principles and practices of supervision; ability to establish and maintain effective working relationships with professional, technical, management and clerical staff; ability to assemble data and prepare evaluation reports; ability to meet emergency situations; ability to communicate effectively both orally and in writing; sound judgment; initiative; integrity; resourcefulness; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school, equivalency or trade school diploma and either: (a) Bachelor's Degree* in Business Administration, Mechanical Engineering, Environmental Engineering, Civil Engineering or Architecture and six years experience in building operations, two years of which must have been in a supervisory capacity; or (b) ten years of experience as defined in (a), including the two years of supervisory experience; or (c) a satisfactory equivalent combination of the foregoing training and experience as defined by the limits of (a) and (b).

*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.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York.