MANAGER OF DATA COMMUNICATIONS

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Vice President of Information Technology, an incumbent of this position is responsible for the design, operation and maintenance of the data communications network for Westchester Community College. Responsibilities involve substantively participating in the development and implementation of division policies and procedures; and planning, designing, and maintaining Information Systems equipment and operations by supervising and coordinating network, server, and telecommunication support staff to ensure the most effective delivery of services throughout the campus and at the College's extension sites. Responsiblities also involve participating in long and short-range planning efforts by performing research and cost/benefit analyses for system modifications and upgrades. Supervision is exercised over a number of subordinates. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises network, server, and telecommunication support staff by ensuring division operations are coordinated in a productive manner and in keeping with the goals and objectives established by the Vice President of Information Technology and the President of the Westchester Community College;

Determines operational, technical, and support requirements for the location, installation, operation, and maintenance of data communications equipment and systems to include all network, server, and telecommunication operations;

Schedules work assignments and projects; monitors progress of same to ensure quality control; adherence to project timelines, and efficient delivery of services; recommends changes to division workflow as needed and in response to emergency situations;

Schedules the modification and replacement of existing equipment with new or improved components; ensures that college operations are minimally disturbed as software and hardware modifications are made;

Keeps abreast of trends in information technology, particularly as they relate to an academic environment; makes recommendations based on research and performs cost/benefit analyses as required;

Plans staff development and training; interviews job applicants and conducts performance reviews of subordinate staff;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the goals, objectives, policies and procedures of assigned organizational areas and the department; thorough knowledge of the concepts of server and client operating systems; good knowledge of the principles and practices of administrative supervision; good knowledge of administrative control processes associated with budget and purchasing; good knowledge of data communications and basic electronics terminology; ability to train staff in the use of various application tools; ability to plan, coordinate, supervise and evaluate the work of others including subordinate supervisors and team leaders; ability to effectively prioritize and organize work assignments; ability to communicate effectively, both orally and in writing; ability to identify, evaluate and convey requirements, designs and operations of application software and systems, network and server communications software and related equipment; ability to establish and maintain effective working relationships; ability to manage technical projects and vendor relationships; ability to determine standards and procedures; ability to gather and analyze data and draw conclusions; ability to think logically; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; thoroughness and attention to detail; resourcefulness; initiative; leadership; tact; integrity; imagination; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) a Bachelor's Degree* in Information Technology, Management Information Systems, Computer Science or a closely related field and four years of experience where the primary focus of the position was in the development and installation of data communication systems operations, two years of which must have been in a supervisory or managerial capacity; or (b) a Bachelor's Degree and five years of experience as defined in (a).

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree* in Information Technology, Management Information Systems, Computer Science or a closely related field may be substituted on a year for year basis for up to one year of the experience defined in (a). There is no substitution for the supervisory or managerial experience.

SPECIAL REQUIREMENT: Candidates must possess a valid license to operate a motor vehicle in the State of New York at time of appointment.

*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 Education Department as a post-secondary, degree-granting institution.

West. Co.   Job Class Code: C1802
J.C.: Competitive   Job Group: XIV
SAS51