MANAGER OF INFORMATION SYSTEMS

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level official, the incumbent of this position is responsible for the management of the activities associated with computer and equipment operations, providing information systems support services to users, and planning for and implementing software and hardware upgrades. This position involves technical and management responsibilities and may function as the head of a municipal information technology department. The incumbent is responsible for establishing and maintaining standards and procedures for the use of common databases and hardware within the municipality. This position involves considerable interaction with other municipal departments regarding needs, applications, new programs, etc. Supervision is exercised over subordinate technical and/or non-technical support employees.

EXAMPLES OF WORK: (Illustrative Only)

Plans, develops and supervises computer system operations of the municipality;

Directs and coordinates planning and production activities and establishes policies of the data processing division;

Evaluates, for the purpose of upgrading systems in a cost-effective manner, hardware and software options when user applications expand and/or higher performance capabilities are needed;

Meets with vendors and discusses proposals for new equipment, and makes studies of proposed new equipment;

Performs, as needed, vendor evaluations documenting strengths and weaknesses of software products;

Assesses computer hardware and software configuration alternatives;

Establishes procedures for multi-vendor connectivity;

Establishes operational procedures for office automation integration;

Establishes procedures for data security that protects the information from unauthorized access and usage as well as accidental modification, disclosure or destruction;

Controls all aspects of data storage and security and implements a backup recovery plan;

Establishes a computer room schedule, prioritizes work load and re-schedules work to meet contingencies;

Acts as a liaison to all user departments regarding their data processing needs and acts as consultant to staff who indicate a need, interest or desire to develop/use computer applications;

EXAMPLES OF WORK: (Illustrative Only) (continued)

Coordinates interaction between user departments regarding all aspects of computer system requirements, system interfaces, and overall quality control;

Assists in the selection and use of any new applications for and between departments, prioritizing hardware/software upgrades, including cost analysis and make recommendations to the municipal board;

Monitors work flow on a daily basis, continually reviews the production records, analyses down time and develops procedures for implementing necessary changes for improvement;

Communicates with vendors and service contractors for the timely scheduling of preventive maintenance and repair work, and performs routine maintenance on equipment not covered by service contracts;

Operates system consoles, storage devices, printers and all other related equipment as needed;

Keeps informed on state-of-the-art technology required to support the departments on an ongoing basis;

May provide on site support for all microcomputers, i.e., diagnosing problems, performing repairs, and performing upgrades for both hardware and software;

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

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the operation and use of a computer and its peripheral equipment; thorough knowledge of computer systems operations; good knowledge of multi-programming techniques; good knowledge of computer systems design and installation; good knowledge of modern methods of data cataloging and storage; ability to plan, organize and schedule computer operations effectively and efficiently; ability to communicate effectively, both orally and in writing; ability to analyze and evaluate data; ability to train users in the use of both hardware and software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; good judgment; initiative; tact; resourcefulness; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and eight (8) years of experience where the primary function was in the operation and maintenance of a computer network, one (1) year of which must have included the evaluation, analyses or planning of automated data processing systems.

SUBSTITUTIONS: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four (4) years of the required experience. A Bachelor's Degree* in Information Technology, Computer Science, Computer Programming or a closely related field may be substituted for five (5) years of the required experience; and a Master's Degree* in one of the aforementioned fields may be substituted for an additional one year of experience. There is no substitution for the one year of specialized experience described.

NOTE #1: Experience on a home personal computer may not be used as a substitute for the aforementioned experience.

NOTE #2: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating 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.

Towns, Villages,
Cities of Peekskill and Rye
J. C.: Competitive   Job Class Code: 0744
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