

MANAGER OF WORKSTATION ENGINEERING

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Westchester County Department of Information Technology, Westchester Community College and at the Westchester Medical Center Division of Information Services, is responsible for managing and supervising the installation/relocation of workstations and associated peripheral equipment, the installation of all workstation operating systems and applications and ensuring that staff is dispatched to resolve Help Desk service requests in an effective and timely manner. Incumbents may be assigned to any departmental work shift and may assist in providing support services to various departments utilizing automated systems. Supervision is exercised over subordinate technical positions. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises and manages the Workstation unit and schedules work assignments;

Supervises the Help Desk function, ensuring that service requests are handled and resolved in an efficient and timely manner;

Trains staff, prepares staff evaluations and schedules staff leave for review with Unit Director;

Directs, coordinates and assists in the installation and relocation of hardware and software for workstations and workstation users, including assembly, configuration and transport, in accordance with established procedures and instructions;

Directs, coordinates and assists in the configuration and support of various application software packages that are used to monitor and manage workstations across the enterprise;

Coordinates and performs periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;

Determines departmental standards and procedures for installation, security and maintenance of workstations;

Evaluates staff skills and submits training needs to management;

Interfaces with various departments to ascertain their installation/relocation requirements;

Supervises and participates in the preparation of workstation and associated equipment for installation;

Supervises and participates in the modification, update or replacement of internal equipment parts as required;

Lifts workstation equipment that may weigh as much as 50 lbs. to place in, arrange around or remove from the workplace for set-up, installation, repair, de-installation or maintenance of workstation equipment;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Receives user calls regarding computer system related problems and assigns staff to resolve the problem;

Supervises, coordinates and performs first-line diagnosis of failures to determine whether they are induced by software or hardware;

Develops and prepares workstation documentation, specifications, standards, instructions and user manuals as needed;

Notifies appropriate Information Technology staff of workstation failures and provides computer diagnostics;

Works with contract and vendor supplied personnel engaged in the installation, maintenance and repair of workstation equipment;

Maintains operating records and prepares operating reports;

Assists with the preparation of the departmental budget as related to workstations;

Manages inventory of workstation and associated equipment;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

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

Performs other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of the components, operation, maintenance and repair of workstation equipment; good knowledge of the principles and practices of supervision; good knowledge of communications or basic electronics terminology; good knowledge of workstation communications software; skill and dexterity in the use of tools; ability to determine standards and procedures; ability to communicate with outside vendors on equipment and related problems; ability to schedule and supervise the work of others; ability to train staff members; ability to plan, assign, review and expedite the work of others; ability to comprehend very complex technical materials and understand basic wiring diagrams; ability to see all colors of wire for connection purposes; ability to move equipment and supplies; ability to understand, carry out and prepare written and oral directions; ability to think logically; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software; good judgment; initiative; resourcefulness; reliability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* and five (5) years of experience (pre or post degree) where a primary function of the position was the installation, operation, maintenance and diagnosis of workstation problems and associated equipment, including or supplemented by two (2) years of supervisory or team leader experience.

SUBSTITUTIONS: A Bachelor's degree* in Information Technology or closely related field may be substituted for one year of the required experience. A Master's Degree* in Information Technology or a closely related field may also be substituted for one additional year of experience. There is no substitution for the supervisory or team leader experience.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment and maintain same while in the title.

NOTES:

1. *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.
2. Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.
3. Experience on a home personal computer may not be used as a substitute for the aforementioned experience.