

PROGRAM ADMINISTRATOR (INFORMATION SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this class is responsible for coordinating, implementing and maintaining all aspects of complex, in-house personal computer-based data processing and involving multiple software application in a large County department. This includes evaluating and prioritizing automation requests and needs, determining software and hardware equipment needs, maintaining inventories and scheduling training. This position is distinguished from the Program Specialist (Information Systems) position by the size and scope of the department and the complexity of the systems. Supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Plans and coordinates complex information systems and automated communication needs for department-wide operations involving advanced level technical support for multiple software applications;

Manages and controls requests for new or revised programs and equipment to ensure compatibility and compliance with project goals and objectives;

Consults with and advises central the County's Department of Information Technology, professional and technical staff and vendors on operational needs and requirements to ensure smooth implementation of operating systems;

Evaluates new reporting requirements and develops modifications to existing information systems to satisfy these requirements;

Provides training and technical assistance to in-house users to help ensure smooth workflow and develop employee skills;

Develops, reviews and updates user manuals, system applications and general bulletins to communicate standard operating procedures, enhancements and limitations of systems to departmental users;

Evaluates the significance of each request for information systems services in view of the department's established procedures and priorities for such services;

Evaluates proposed adjustments or expansion of existing information systems services and makes recommendations regarding their effectiveness;

Provides input in the preparation of the department's annual budget for information systems services;

Surveys and analyzes the departmental operations for suitable application of information services;

Controls data storage to insure an effective retrieval system;

Provides project leadership and guidance;

EXAMPLES OF WORK: (Cont'd)

Consults with department staff regarding all aspects of information systems;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the application of the systems approach to meeting management informational requirements; thorough knowledge of all aspects of computers and information systems including DOS, Windows Microsoft Office, Novel Lans and networking theory (MIDAS); knowledge of UNIX systems administration, experiences with modems and telephone data communication, PBX system, and Sperry mainframe software, technical aspects (equipment, programs, systems, functional capabilities) and administrative aspects (work, flow, control, scheduling, systems development process); ability to analyze and understand organizational structure, functions, operations, objectives and goals of the agency and its programs in order to be able to adapt automated information systems to the department's needs; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to gather and analyze data and draw conclusions; ability to establish and maintain effective relationships with program officials, electronic data processing technical staff and management; ability to support recommendations both orally and in writing with individual program managers and other affected personnel; ability to define program needs to computer systems analysts and computer programmers and to evaluate whether their design satisfies program objectives; ability to provide guidance and project leadership; thoroughness; resourcefulness; initiative; imagination; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either: (a) a Bachelor's Degree* in Computer Science, Management Information Systems or a related field and four years of experience where the primary function of the position was maintaining, developing, and evaluating computer based data processing and software applications, two years of which must have involved the analysis and evaluation of operations to develop and integrate the application of automated information systems; or (b) a Bachelor's Degree* and five years of experience as defined in (a), including the two years of specialized experience; or (c) an Associate's Degree* in Computer Science, Management Information Systems or a closely related field and six years of experience as stated in (a), including the two years of specialized experience; or (d) a diploma or certificate of completion from a computer school accredited by the National Association of Trade and Technical Schools, and seven years experience as stated in (a), including the two years of specialized experience; or (e) eight years of experience as stated in (a), including the two years of specialized experience.

SUBSTITUTION: A Master's Degree* in Computer Science or Management Information Systems may be substituted for the Bachelor's Degree* in (a), or for one year of the required general 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: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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Job Group: XII