PROGRAM COORDINATOR (ASSET MANAGEMENT)

<u>DISTINGUISHING FEATURES OF THE CLASS</u>: Under general supervision, an incumbent of this position, located in the Department of Information Technology, is responsible for asset management planning for countywide personal computer hardware and software acquisition and the redeployment of existing assets. The incumbent participates in planning and coordinating large-scale installations and relocations of hardware to ensure compatibility to existing computer platforms; conducts research to recommend internal policies relating to PC fleet management; maintains software-licensing records; and performs special projects as assigned. Supervision may be exercised over staff personnel. Does related work as required.

<u>EXAMPLES OF WORK</u>: (Illustrative Only)

Plans, develops and recommends strategies for the deployment and redeployment of hardware and software assets to ensure optimal utilization of resources;

Assists in integrating the department's asset acquisition plan with ongoing operations so that the department can most effectively serve user departments;

Conducts site surveys to assist in the planning for large-scale installations/relocations;

Maintains a network-wide inventory of all personal computer hardware and software; detailing location of the hardware as well as currently loaded software;

Makes recommendations to management concerning policies and guidelines related to the proper use of information technology;

Prepares and presents reports for management and advises on proper course of action in order to respond to management and agency inquiries about operations, procedures and standards;

Advises departments on the utilization of information resources by interpreting Information Technology guidelines relating to asset management;

Conducts research relating to asset management and utilization to assist in providing advice to departments for the optimal utilization of hardware and software resources;

Works with departments to discuss their needs in terms of large-scale installations/relocations to ensure that projects and/or moves are compatible with existing and/or future plans; conveys this information to Information Technology management staff as appropriate;

Provides direction and coordination to information system project teams regarding utilization of available assets within the fleet;

Evaluates user needs and researches hardware and software products to meet these needs; prepares recommendations thereon;

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

Conducts research on existing policies and procedures relating to fleet management to recommend improvements;

Maintains software-licensing records to ensure legal compliance;

Researches best practices of methodologies for providing quality assurance and quality control to ensure efficient utilization of resources;

Coordinates policy initiatives across interrelated areas of information resource management to ensure consistent policy actions;

Performs research relating to the acquisition of new software and hardware; ensures conformance to agency policies and guidelines or makes recommendations to management regarding utilization of equipment;

Performs cost benefit analyses of proposed acquisitions to provided management with effective means of evaluation;

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: Comprehensive knowledge of hardware and software utilized in local and wide area networks; thorough knowledge of asset management principles and practices relating to personal computers and peripheral equipment; thorough knowledge of issues regarding the deployment and redeployment of technology assets; knowledge of the department's organization, policies, procedures, and objectives as they relate to information technology services; good knowledge of principles and practices of researching and planning for cost effective computer hardware and software acquisition; ability to effectively present complex information and concepts both orally and in writing; ability to understand and interpret complex technical specifications; ability to efficiently use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to think logically; ability to understand basic wiring diagrams; ability to see all colors of wire for connection purposes; ability to communicate clearly, both orally and in writing; ability to move equipment and supplies; ability to understand and carry out written and oral directions; good judgment; initiative; resourcefulness; reliability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) a Bachelor's Degree* in Computer Information Systems or a related field and four years of experience where the primary function of the position was the installation, operation, maintenance and problem-diagnosis of workstation, network or server equipment which must have included three years of field experience diagnosing Information Technology hardware and software problems; or (b) a Bachelor's Degree and five years of experience as defined in (a); or (c) nine years of experience as defined in (a); or (d) a satisfactory equivalent combination of training and experience as defined by the limits (a), (b) and (c).

SUBSTITUTIONS: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to two years of experience. Candidates must have the two years of field experience.

NOTE: Unless otherwise indicated, 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.

West. Co.   Job Class Code: C3095
J.C.: Competitive   Job Group: XIII
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