

## PROGRAM COORDINATOR (IT PROJECTS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision and reporting directly to the Chief Information Officer or the VP of Information Technology at WCC, an incumbent in this position is responsible for creating, implementing and disseminating documented policies and processes for all assigned initiatives within the Department of Information Technology or at Westchester Community College. In this capacity the incumbent researches best practices in the field relating to proposed initiatives and projects, and works extensively with departmental subject matter experts and other managers throughout the County or IT division at WCC to formulate and document technology policies, practices and procedures in conformance with all County guidelines and requirements. The incumbent also assists in the departmental budget planning and contract processes. The incumbent leads assigned projects, coordinating with others to affect successful endeavors that meet objectives. This position exercises considerable independent judgment in dealing with various department Commissioners, senior management staff and other officials to effectively coordinate projects of mutual concern. While supervision is not a responsibility of this class, the incumbent does function as a team leader among technical subject matter experts and stakeholders that are assembled for specific projects. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Performs extensive research on technology related issues, and gathers information for the evaluation and analysis of products, services and policies for future implementation; Prepares reports and memoranda on findings;

Prepares analyses of department policies and provides recommendations for enhancement;

Identifies gaps in policy and practice documentation to address new areas of concern that require formalization (i.e. policy on the use of social media by County employees);

Responsible for the development, implementation and management of the countywide Cyber Security Awareness Program;

Monitors and manages the mandatory information technology security compliance programs to ensure compliance with, for example, the FBI's Criminal Justice Information Services (CJIS) Security Policy and the Payment Card Industry Data Security Standard (PCI DSS);

Responsible for the development and maintenance of the Westchester County Information Security Incident Response Plan;

Responsible for assigned departmental contract management and administration, including workflow and collaboration with the Law Department on Board of Acquisition & Contract resolutions. This includes vendor management and communications on behalf of the CIO relating to complex contract issues;

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

Coordinates departmental initiatives with management and senior staff, public and private agencies to ensure the appropriate use of resources for the effective development of information technology projects;

Provides full life-cycle project leadership and oversight for ongoing technical initiatives within the department, providing status and recommendations on same, to the Chief Information Officer;

Prepares special reports and memoranda for submission to the Chief Information Officer on various issues related to information technology for the development of project initiatives in the promotion of departmental and County goals and objectives;

Prepares RFP's for products and services required by the Department of Information Technology, analyzes responses and makes recommendations on vendor selection;

Assists with inter-departmental communications on behalf of the CIO and manages all communications related to countywide information technology policies;

Works on special administrative projects, as assigned;

Attends meetings, conferences and seminars, as assigned;

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

Performs other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of organizational methods; good knowledge of management and organizational planning; knowledge of research theories, practices and procedures; understanding of technology and facility with computers; ability to gather and analyze research information and prepare clear and concise reports; ability to establish and maintain effective working relationships; ability to coordinate administrative functions in an effective manner; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to communicate, both orally and in writing; ability to perform research; ability to effectively use computer applications such as word processing, calendar, email and database software; discretion; tact; good judgment; resourcefulness; initiative; thoroughness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a Bachelor's Degree\* and four (4) years of experience leading technology projects, which included the coordination of RFP-related processes and the development of project and policy documentation.

\*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.

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Job Group: XIII