

MANAGER – INFORMATION TECHNOLOGY SERVICES
(BOCES #2)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Assistant Director – Administrative and Management Services or the Assistant Director – Strategic Planning, the incumbent of this position is responsible for the planning, development and implementation of procedures for effective utilization of technological support and services, including systems, end user computing, infrastructure, wireless, wide area network (WAN), internet services, data center services, and other related information technology services. The primary function of this position is to develop, strategize, recommend and implement cost effective, quality and efficient services to meet the technology needs of the school districts served by the Lower Hudson Regional Information Center (LHRIC) of BOCES #2, with a strong focus on customer service. In fulfilling this responsibility, the incumbent manages and coordinates the work of both centralized teams within the Information Technology Services department, and decentralized teams working directly with the school districts, in cooperation with technicians working remotely at the LHRIC and onsite in the district. The incumbent is also responsible for all financial aspects of the Information Technology Services department including budget, purchasing, and setting prices for services. Supervision is exercised over Coordinators – Network Support, through whom the incumbent oversees and directs the various projects and work of subordinate staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Plans, organizes and directs operations and personnel of the various centralized teams within the Information Technology Services department such as: service desk, end user computing, systems, infrastructure, wireless and other related information technology services;

Leads and manages subordinate staff of the Information Technology Services department both operationally and strategically;

Keeps abreast of new developments in information technology and industry trends and looks for ways to supplement or apply these to existing technology in a fiscally responsible way;

Oversees coordination and development of procedures and schedules for efficient and timely flow of work;

Develops and implements policies, standards and procedures for the Information Technology Services department, including those for architecture, security, disaster recovery, purchasing and service provision;

Leverages vendor partnerships to meet needs of the school district;

Prepares departmental budget and maintains control over expenditures;

Responsible for purchasing decisions for the department;

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

Reviews and sets service pricing to be cost effective and in accordance with New York State regulations;

Confers regularly with BOCES department heads as it relates to technology integration;

Strategizes and creates vision for new technology implementation;

Recruits, interviews, selects and assigns support personnel;

Monitors existing sites and evaluates customer satisfaction and expansion possibilities;

Meets with high-level school district personnel to assist in the marketing effort for network services in order to increase the number of RIC (Regional Information Center) customers;

Works with school districts and internal BOCES teams to continually refine services to meet district needs and technology implementation;

Prioritizes projects and coordination of those projects across the various teams of the Information Technology Services department;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of current information technology and its application to the educational and administrative environment; good knowledge of the use, function and potential of networking and systems technologies; ability to organize and present thoughts and procedures in a clear, concise and thorough manner, both orally and in writing; ability to gather and analyze information and draw logical conclusions; ability to lead discussions and make formal presentations; ability to think, creatively and logically; ability to establish and maintain effective working relationships with school district personnel and Regional Information Center staff; ability to plan, supervise and coordinate the work of others; ability to prepare written materials and reports; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; sound judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Bachelor's Degree* and six (6) years of work experience that involved installing, maintaining and/or troubleshooting of local or wide area networks, one (1) year of which was in a supervisory capacity, including or supplemented by one (1) year of experience that involved purchasing, budgeting or service pricing.

SUBSTITUTION: A Bachelor's Degree* in Information Technology, Computer Science, Management Information Systems or related field may be substituted for one (1) year of

SUBSTITUTION (cont'd.): the above described general work experience. There is no substitution for the one (1) year of supervisory experience, or the one (1) year of work experience involving purchasing, budgeting or service pricing.

*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.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:
In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.