

MANAGER - TECHNICAL SERVICES
(BOCES #2)

GENERAL STATEMENT OF DUTIES: Directs and supervises technical services; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Assistant Director, position manages the data communications, micro computer and audio-visual equipment maintenance and repair functions within the Technical Services department of the Lower Hudson Regional Information Center (RIC). Position interfaces with other departments within RIC, user school districts officials and multiple outside vendors. Direct supervision is exercised over the Technical Services Coordinator and Help Desk Analyst positions.

EXAMPLES OF WORK: (Illustrative Only)

Develops quality standards, policies and procedures, and sets goals and objectives for all the operations within Technical Services;

Administers and directs the operation and activities of a work unit. Schedules work assignments and conducts performance evaluation; plans staff education and training;

Makes technical recommendations to BOCES administrators and user school district officials;

Prepares and controls departmental budget;

Interviews job applicants and recommends candidate selection;

Interfaces with multiple outside vendors, i.e.; equipment and service providers;

Responds at management level to customer concerns as they relate to satisfaction with all services provided by this department;

Assigns and manages special projects.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the department's organization, policies, procedures and objectives as they relate to technical services; good knowledge of the repair and maintenance of data communication, micro computer and audio visual equipment used by the Lower Hudson Regional Information Center; knowledge of data communications or basic electronics terminology; familiarity with data communications software as used by the Lower Hudson Regional Information Center; ability to plan and supervise the work of others; ability to think logically; good judgment; initiative; resourcefulness; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) graduation from a recognized college or university with a Bachelor's Degree in Computer Science and five (5) years of experience in data communications, two (2) years of which must have been in a supervisory capacity; or (b) graduation from high school or the possession of a high school equivalency diploma and ten (10) years of technical experience in a computer center environment, five (5) years of which are data communications and two (2) years of which must have been in a supervisory capacity; or (c) a satisfactory equivalent combination of the foregoing training and experience.

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.