MANAGER OF INFORMATION TECHNOLOGY SHARED SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, which is located in the Department of Information Technology, is responsible for managing and implementing shared Information Technology services provided to county municipalities. An incumbent represents the department in consulting with local and elected officials from participating cities, towns and villages in evaluating their information technology needs, assessing what services the county can provide at a reduced cost and conveying system specifications to managers in the Server, Network and Geographic Information Systems (GIS) divisions of the department to facilitate implementation. This position coordinates and oversees the work of departmental personnel across functional lines of responsibility for shared services projects. Additionally, the incumbent of this position directs the daily operations of the department’s Training Center and provides direction and participates in the continual development of the training curriculum. In this regard the incumbent will also manage all automated applications utilized by the Training Center, oversee Customer Service representatives and/or consultants assigned to the Training Center and interact with other county departments as needed to accomplish customized training needs. Supervision is exercised over subordinate personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Serves as liaison between municipal agencies, Information Technology management and county departments in the development, implementation and progress of shared services for computer based information systems;

Consults with municipal representatives and internal department heads from the Network, Server and Geographic Information Systems (GIS) divisions to develop multiple-year work plans for municipal shared service initiatives;

Directs the evaluation of required resources, cost estimates and proposals for shared service initiatives;

Participates in the development and implementation of information technology policies to ensure that services provided to municipalities conform to those of the department;

Prepares requests for proposals (RFP's) for vendor software, software tools, components, servers, network and geographic information systems equipment and associated peripherals, and manages vendor relationships to ensure the delivery of required products and services in a timely, cost-effective and accurate fashion;

Documents resource needs, work status, cost projections and future requirements for programs and service offerings;

Advises Information Technology management of program development progress and service offerings;

Prepares billing statements for municipal shared services;
EXAMPLES OF WORK:  (Illustrative Only) (Cont’d)

Manages the daily operation of the department’s Training Center, including participating in the development of curricula, to ensure the effective delivery of training to county employees and municipal agencies;

Supervises Training Center staff to ensure daily operations are running smoothly;

Participates in developing the budget for the Training Center, including the acquisition of new training modules and equipment as deemed necessary through consultation with Training Center staff and IT management;

Develops customized training sessions for county departments and/or municipalities and ensures service delivery, as requested;

Schedules and approves all leaves in conjunction with division managers to ensure work is performed in a timely manner, project deadlines involving IT shared services are met and the Training Center is adequately staffed;

Develops staff through training, instructional materials and meetings;

Analyzes the expenses associated with providing information systems services to municipalities, including the costs associated with running the Training Center, to assist in the development of the department’s annual budget;

Keeps abreast of new developments in information technology to determine their possible use for the benefit of the county and municipalities;

Compiles and analyzes performance statistics to ensure the reliable and efficient operation of application systems used by municipalities, and makes recommendations for program and/or system modifications as necessary;

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:  Thorough knowledge of network and server communications software and protocols; thorough knowledge of Geographic Information Systems (GIS) software and protocols and related software products; good knowledge of current Windows XP, Windows NT, Unix operating systems and Internet programming languages as related to governmental applications; thorough knowledge of the general principles and techniques of Geographic Information Systems as applicable to county, municipal and regional government; good knowledge of the principles and practices of administrative supervision; good knowledge of administrative control processes associated with budget and purchasing; ability to train staff in the use of various application tools; ability to plan, coordinate, supervise and evaluate the work of others, including subordinate supervisors and team leaders; ability to
REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: (Cont’d)
effectively prioritize and organize work assignments; ability to communicate effectively, both orally and in writing; ability to identify, evaluate and convey information systems requirements; ability to establish and maintain effective working relationships; ability to manage technical projects and vendor relationships; ability to gather and analyze data and draw conclusions; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; resourcefulness; initiative; tact; integrity; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) a Bachelor's Degree* in Information Technology or a related field and five years of experience where the primary function of the position was managing and implementing information technology projects, working with a variety of agencies in a government setting, one year of which must have been in a supervisory capacity; or (b) a Bachelor's Degree* in Information Technology or a related field and five years of experience where the primary function of the position was providing high level technical information systems support, working with a variety of agencies in a government setting, one year of which must have been in a supervisory capacity; or (c) a Bachelor's Degree* and six years of experience as described in (a) or (b), including the one year in a supervisory capacity.

SUBSTITUTION: Satisfactory completion of a Master's Degree* may be substituted at the rate of 30* credits per year of experience for up to one year. There is no substitute for the specialized experience.

NOTE #1: Experience solely on a home personal computer may not be used as a substitute for the aforementioned experience.

NOTE #2: Unless otherwise noted, 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.