

## **DIRECTOR OF INFORMATION TECHNOLOGY**

**DISTINGUISHING FEATURES OF THE CLASS:** Under general direction, the incumbent in this position functions in a key executive management role, reporting to the governing board. This is a position with primary responsibility for managing the entire information technology infrastructure for Delaware County and associated entities. Work includes oversight and direction of the activities of the Information Technology Department. The work includes establishing, evaluating and maintaining all information data systems and infrastructure, as well as information communication systems for Delaware County government, departments and/or agencies. This position is a vital strategic business decision advisor, providing the Legislature and associated entities with expert guidance and counsel on all matters concerning information technology, including future planning using a process of continual improvement. The incumbent will take a lead role in managing and coordinating the delivery of shared IT services and associated municipal entities and interfacing with their receptive leadership. Supervision is exercised over the work of all technology staff which could include a small number of contractors in information technology related tasks. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only) Supervises, trains and provides assistance to information technology staff; Participates in committee meetings including but not limited to Board of Education/Supervisors, Capital Projects, Technology Planning, etc; Oversees the development and implementation LAN (Local Area Network) and WAN (Wide Area Network) strategic technology plans for all departments; Directs the installation of LAN/WAN equipment and systems including configuring workstations and installing switches, routers, modems and wiring, and loading server and personal computer software; Diagnoses and resolves systems, hardware and software problems; Establishes, coordinates and maintains schedules and priorities for the utilization of services, programming and training; Performs administrative duties such as departmental purchasing of hardware and software, managing service contracts and outsourcing services; Develops an annual municipality-wide technology budget for review and approval; Researches new technologies to identify future technology needs of the municipality; Plans and implements new technology projects and establishes and maintains documentation of associated costs; Coordinates the acquisition of computer hardware, software and supplies and establishes and maintains an inventory of same; Prepares a multi-year cost analysis for the upgrade and purchase of technology equipment; Prepares competitive bid specifications for providing hardware, software and staff development requirements; Provides technical advice and assistance to end users municipality-wide in the identification and solution of technology problems, as well as instruction on new equipment, software or programs; Develops and maintains vendor partnerships.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of state of the art information and communication technology and concepts, including but not limited to enterprise wide networking, distributed systems, relational database technology, open systems, local/wide area networking, personal computing applications, desktop computing, and telecommunications; Thorough knowledge of organizational management, public and business administration, and budgeting; Thorough knowledge of the principles and methods of project management and contract management; Good knowledge of the computer hardware and software industry and products; Good knowledge of modern office terminology, procedures and equipment; Ability to plan, organize, coordinate, administer and evaluate the effectiveness of program plans and provision of services related to information technology; Ability to plan and supervise the work of others; Ability to communicate effectively both orally and in writing; Ability to establish and maintain effective working relationships with others; Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a regionally accredited of New York State registered college or university with a Master's Degree in business or public administration, computer science, information systems or other closely related field and four (4) years of experience supporting hardware and software in a large enterprise environment, including three (3) years experience in the field of systems analysis or programming, two (2) years of which must have been in a responsible supervisory or administrative capacity; OR
- B. Graduation from a regionally accredited of New York State registered college or university with a Bachelor's Degree in business or public administration, computer science, information systems or other closely related field and six (6) years of experience supporting hardware and software in a large enterprise environment, including three (3) years experience in the field of systems analysis or programming, two (2) years of which must have been in a responsible supervisory or administrative capacity; OR
- C. Graduation from a regionally accredited of New York State registered college or university with an Associate's Degree in business or public administration, computer science, information systems or other closely related field and eight (8) years of experience supporting hardware and software in a large enterprise environment, including three (3) years experience in the field of systems analysis or programming, two (2) years of which must have been in a responsible supervisory or administrative capacity; OR
- D. An equivalent combination of training and experience as described in (A), (B,) and (C) above.

**Qualifying Experience:** must have been Full Time Paid Experience in the field of systems analysis or programming including but not limited to participation in such areas as the design and implementation of computer systems (including feasibility studies); the generation of system specifications, the development of test data, systems testing, parallel testing pilot projects and post-installation follow-up. Programming experience is acceptable as qualifying if performed in conjunction with related analysis duties.

**NOTE:** A valid NYS drivers license is required at time of appointment and maintained during employment.

Non-Competitive Policy Influencing

Approved 3/22/04

Revised 7/21/10; 11/13/19