

DEPUTY DIRECTOR OF INFORMATION TECHNOLOGY AND COMMUNICATIONS SYSTEMS

JOB CODE: 2090
DEPARTMENT: Tioga Co. Information Technology & Communications Services
CLASS: Competitive
SALARY: Non-Union
ADOPTED: Reso. 321-17; Revised: 12/2021, Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Chief Information Officer, this administrative and technical position will assist in the management of the all departmental programs and services, policies, and resources for Tioga County. The work includes establishing, evaluating and maintaining information, data and communications systems for Tioga County government, departments and/or agencies. Direct supervision, as directed by the Chief Information Officer, is exercised over assigned personnel. In the absence of the Chief Information Officer, the incumbent is authorized to act generally for and on behalf of the Chief Information Officer and assumes responsibility of the Information Technology and Communication Services (ITCS) departmental operations and personnel. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Acts for the Chief Information Officer in his/her absence and represents him/her in an official capacity, as required, on all departmental matters and at local, state and professional meetings;
- Oversees and coordinates activities and employees related to the day-to-day operations and responses to work orders, technology issues and service requests;
- Establishes work order procedures, priorities, and controls to insure adequate volume and responsiveness in operations;
- Assists with the establishment of new and revised department and organizational policies and operating procedures;
- Acts as a lead role in implementing network security practices system-wide;
- Provides appropriate training for County departments on network usage and computer equipment;
- Directs and coordinates special projects and training programs as assigned by the Chief Information Officer;
- Assists in the preparation of strategic plans and the annual departmental budget;
- Assists in evaluating and making recommendations for the upgrading and/or modification of all telecommunications equipment and related software owned by the County;
- Organizes, prepares and periodically updates local and wide area network documentation. Assists with planning the short and long range goals for networking systems;
- Performs hardware, software and network component evaluations and provides management with reports and recommendations;
- Establishes and maintains standards to efficiently utilize networks;
- Establishes and maintains inventory of network applications, equipment and supplies;
- Prepares reports, including network utilization statistics, to the Chief Information Officer and committees (as requested);
- Creates and maintains general system documentation and instructional materials for end users;
- May provide training to other ITCS department staff;
- Attends relevant seminars and conferences as needed;

2. Deputy Director of Information Technology & Communication Systems

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Thorough knowledge of business practices when providing appropriate technological solutions to problems; thorough understanding of NY State County government agencies and their technology needs; thorough knowledge of network security patch management; thorough knowledge of network technologies, good knowledge of the use of automation tools for the management of medium-large networks; good knowledge of federal and state regulations governing Information Technology operations in multiple lines of business such as finance, payroll, legal, medical, judicial, law enforcement, human resources and records management; good knowledge of policies and procedures required by a large governmental Information Technology operation, including security policies, personnel policies; working knowledge of NY State Archives Records Retention requirements and their application to different departments within the County structure; working knowledge of communication systems, such as PBX, VoIP, RF, wireless and microwave technologies; ability to organize complex data into distinct components, analyze information and to draw logical conclusions; ability to manage and prioritize multiple projects simultaneously; ability to draft large, complex documents, such as RFP's and grant proposals; ability to communicate effectively both orally and in writing; ability to plan and direct the work of others; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either):

- a. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in computer science, business or public administration, information technology, computer engineering, or closely related fields and three (3) years of full-time work experience (or its part time equivalent), in coordinating and implementation of information system projects, or performing systems analysis or technology application activities; **OR**
- b. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in computer science, business or public administration, information technology, computer engineering, or closely related field and five (5) years of full-time work experience (or its part time equivalent), in coordinating and implementation of information system projects, or performing systems analysis or technology application activities; **OR**
- c. An equivalent combination of training and experience as defined in (a) and (b).

Special Note: Industry standard certifications such as Cisco, Project management, ITIL, and others are highly desirable.

The following is a list of activities for specific preferred technology experience:

- Setup and configuration of network equipment using Cisco IOS;
- Setup and configuration of VoIP phone systems in ShoreTel/Mitel Connect;
- Ability to support networking technologies and services including TCP/IP, DFS, DNS and related security practices;
- Router/Firewall setup and support