

DEPUTY CIO OF INFORMATION TECHNOLOGY SERVICES 48

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Chief Information Officer, this administrative, supervisory and technical position will assist in the management of Information Technology programs, policies and resources for the county of Sullivan. This includes the management of complex data processing and communication systems and initiatives, network infrastructure and operating systems, device and end-user client technology, telecommunications solutions, cyber security and the supervision of service requests. Direct supervision is exercised over assigned personnel. The incumbent will perform related duties as required.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Directs and coordinates special projects and programs as assigned by the Chief Information Officer;

Supervises 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;

Supervises, trains and aids technical employees engaged in the operation and management of computers, network components and other related peripheral equipment;

Reviews the work of supervised Information Technology Services employees to determine adherence to project goals and departmental standards, policies and procedures;

Coordinates the implementation of new operating systems and hardware;

Establishes processes and requirements for computer and telecommunication systems, including stakeholder participation, specifications and business process analysis documentation, and assurance of sound implementation plans;

Analyzes the flow and integration of information and data between various systems and recommends solutions to improve computing and communication procedures and enhance efficiencies for local government programs and services;

Determines whether departmental and agency needs can be satisfied with internal resources and, if not, recommends and assists in the development of grant applications; specifications, requests for proposals, bids and contracts with external entities and the Purchasing Department;

Plans, designs, develops and implements technology solutions or projects working closely with Department heads or their designees, and other local government and New York State agencies;

Coordinates communications, computing resources and shared services initiatives in conjunction with other local governments and New York State agencies;

Insures that all systems are operating systems, hardware and modifications suited to users' needs;

Confers with software, hardware and other technology vendors regarding problems and corrective actions;

Assists in the preparation of strategic plans and the annual departmental budget based on user requirements, mandated items, current and anticipated projects and resources, and organizational objectives;

Determines the need for new or additional equipment and software and recommends type and/or capacity;

Provides input and recommendations on policy formulation and program policy development to the Chief Information Officer, County departments, elected officials and partnering external agencies;

Analyzes, interprets and condenses federal and state legislation, regulatory and administrative policies in the area of information technology services and cyber security;

Creates and maintains a variety of records and reports related to departmental operations;

Establishes, coordinates and maintains schedules and priorities for the utilization of services, programming and training;

Provides or assigns staff to provide technical assistance and advice to county departments regarding information technology related problems.

Oversees cyber security for the County and provide recommendations;

Researches new technologies to identify future technology needs of the County;

Attends training conferences and seminars as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the operation, care and adjustment of electronic computers and communications systems, voice communications systems and related peripheral equipment; good knowledge of the principles of electronic computer programming and systems analysis; Thorough knowledge of application or major types of electronic data processing equipment to administrative, accounting and statistical problems; Good knowledge

of governmental budgetary procedures; ability to multitask; working knowledge of the overall operation of information technology systems; thorough knowledge of LAN and WAN network systems including those used for IP based telecommunications; good knowledge of modern management principles and practices; ability to plan and supervise the work of others; ability to prepare detailed analysis and to create and implement an information technology plan; ability to gain and maintain the confidence and cooperation of others; ability to foster and maintain vendor relationships; ability to understand and interpret complex oral instructions and/or written directions; good judgement; and integrity.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's Degree or higher in Computer Science, Computer Systems Management, or Information Systems Management or a related field and two (2) years of experience supporting hardware and software in a large enterprise environment, one (1) year of which shall have been in a responsible supervisory capacity; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Computer Science, Computer Systems Management, or Information Systems Management or a related field and four (4) years of experience above including one (1) year of which shall have been in a responsible supervisory capacity; or
- (C) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Computer Science, Computer Systems Management, or Information Systems Management or a related field and six

(A) (6) years of experience above including one (1) year of which shall have been in a responsible supervisory capacity.

***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: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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