

DEPUTY DIRECTOR OF INFORMATION TECHNOLOGY/GEOGRAPHIC INFORMATION SYSTEMS (GIS)

DISTINGUISHING FEATURES OF THE CLASS: This is a professional level position with responsibility for assisting the Director in administering, directing and managing countywide information technology (IT) activities. Incumbent assists in planning, directing and coordinating all county IT operations and activities, including VoIP phone system. Incumbent participates in establishing countywide and departmental IT policies, procedures and standards. Responsibility for installation, maintenance, and management of servers and associated peripheral equipment, installation of all server operating systems and support software, and technical assistance and advice for county departments, offices and facilities. Considerable contact and interaction with County departments, officials and staff is involved. Work is performed under direct supervision of the Director of IT/GIS. May be required to exercise supervision over subordinate technical and clerical staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides, or assigns staff to provide, technical assistance and advice to county departments regarding information technology related issues and/or problems;

Diagnoses and problem-solves issues, often under strict time constraints;

Manages projects and tasks;

Installs, implements, maintains and supports hardware, software and network infrastructure devices for servers, storage systems and virtual server hosts, including assembly, configuration and transport, in accordance with established procedures and best practices;

Deploys and maintains server-related security, antivirus programs for servers, backup services, wireless network with multiple Service Set Identifiers (SSID), etc., in accordance with established procedures and instructions;

Coordinates server configuration and allocation of server resources, including storage systems and data storage capacity, to ensure that application and data needs of users and user departments are met;

Coordinates and performs periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;

May modify, update or replace internal equipment parts as required to prepare servers and associated equipment for installation;

Coordinates ongoing installation, trouble-shooting and overall management of VoIP phone system, including utilization of plain old telephone service (POTS), primary rate interface (PRI) and session initiation protocol (SIP) trunks;

Handles user calls and emails for maintenance, service, repairs or other computer system related problems, and provides resolutions to problems;

Analyzes and diagnoses failures to determine whether they are caused by software or hardware;

Develops and prepares server documentation, specifications, standards, instructions and user manuals, as needed;

Participates in establishing, reviewing and modifying departmental information technology policies, procedures and standards;

Assists in assigning, directing, reviewing and evaluating the work of subordinate technical staff;

Assists in coordinating and administering contracts and works with contract/vendor supplied personnel engaged in the installation, maintenance and repair of server software and hardware;

Assists in providing for and/or arranging for a wide-variety of ongoing technical training for department personnel;
Moves and lifts heavy server equipment for set-up, installation, repair, de-installation, or maintenance;
Maintains operating records and prepares operating reports;
May be empowered to act for and in the place of the Director in his/her absence to perform and direct departmental operations;
Performs related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of components, operation, maintenance and repair of server equipment; thorough knowledge of virtual server concepts, configuration and maintenance procedures; thorough knowledge of server installation, security and maintenance procedures; thorough knowledge of data communications and basic electronics terminology; thorough knowledge of server communications and management software; skill and dexterity in the use of tools; ability to think logically; ability to plan and direct the work of others; ability to comprehend complex technical materials and understand complex wiring diagrams; ability to communicate effectively; ability to express ideas clearly and effectively, both orally and in writing; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships; ability to see all colors of wire for connection purposes; physical ability to move equipment and supplies.

MINIMUM QUALIFICATIONS: Either

- a) Bachelor's degree in computer science, information technology, or a closely related field and three (3) years of experience where the primary function was server administration, including installation, operation, maintenance, problem-diagnosis of servers (must include experience with Windows server 2008 and 2012, and MicroSoft structured query language (SQL) server) plus experience with associated equipment, SharePoint administration, Active Directory, Anti-Virus, and MicroSoft Exchange; or
- b) Bachelor's or Associate's degree and four (4) years of experience as delineated above; or
- c) Graduation from high school or possession of a comparable diploma and five (5) years of experience as delineated above; or
- d) An equivalent combination of training and experience, as indicated above.

SUBSTITUTION NOTE: Post-secondary level education may be substituted for one (1) year of the required experience indicated above on the basis of thirty (30) college credits per year of experience.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT:

Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment.

PREFERRED BUT NOT REQUIRED:

1. Certification as Cisco Certified Network Associate (CCNA) or higher;
2. Certification as Microsoft Certified Solutions Expert (MCSE) or higher;
3. Experience involving supervision of others.