

Jurisdictional Class: Competitive; Non-Competitive in County
Adopted: July 22, 1987 as Director of Data Processing
Revised: June 8, 2018

DIRECTOR OF INFORMATION TECHNOLOGY

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for directing and coordinating the overall activities of the Information Technology Department. The incumbent plans, coordinates, directs, and designs all operational activities of the IT Department as well as provides direction and support for IT solutions that enhance mission-critical governmental operations. The incumbent works closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization in accordance with set policies. Supervision is exercised over all IT staff. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Plans, coordinates, directs, and designs all operational activities of the IT Department as well as provides direction and support for IT solutions that enhance operations;
Defines and communicates project milestones, service level agreements, and resource allocations to executive team, department heads, support staff, and end users;
Reviews performance of IT systems to determine operating costs, productivity levels, and upgrade requirements;
Benchmarks, analyzes, reports on, and makes recommendations for the improvement of the IT infrastructure and IT systems;
Develops bid requirements for all hardware and software upgrades, reviews submitted bids for compliance with state requirements, and makes appropriate award;
Authorizes and oversees the deployment, monitoring, maintenance, development, and support of all hardware and software based on department needs;
Develops business case justifications and cost/benefit analyses for IT spending and initiatives;
Develops and implements all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision;
Manages IT staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions;
Consults with appropriate appointed and elected officials on programs' progress, recommendations, and evaluation;
Compiles departmental budget and monitors expenditure.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Thorough understanding and technical knowledge of current network and PC operating systems, hardware, protocols and standards;
Thorough knowledge of IT strategic planning and development, project management, and policy development;
Good knowledge of business theory, business processes, management, budgeting, and business office operations;
Ability to apply IT in solving business problems;
Ability to plan and supervise the work of others;
Strong understanding of human resource management principles, practices, and procedures;
Excellent written, oral, and interpersonal communications skills;
Sound judgment.

Director of Information Technology

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in computer science, information systems, public administration, business administration or closely related field and two (2) years of experience in the management of information technology systems which shall have involved responsibility for planning, directing or supervising the work of staff; or
- (b) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in computer science, information systems, public administration, business administration or closely related field and four (4) years of experience in the management of information technology systems; two (2) years of which must have involved responsibility for planning, directing, or supervising the work of staff; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.