

## PROGRAM ADMINISTRATOR (LABORATORY INFO SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Chief Administrator, an incumbent in this class manages all laboratory information systems for the Department of Laboratories & Research. Responsibilities include oversight of projects related to the implementation and integration of computer system needs, analysis, design and implementation, including data gathering and analysis of methods and procedures, design recommendations in the form of user proposals, operational instructions and computer program specifications, and implementation and support involving systems testing and user training. The incumbent serves as the liaison between highly specialized laboratory personnel and the County Department of Information Technology. An incumbent must possess data analysis skills to ensure the proper functioning of the automated systems working within the laboratories. Supervision may be exercised over subordinate staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Oversees projects involving the implementation and integration of laboratory information systems;

Assists in managing the installation of computer or software upgrades from the point of evaluation, testing, project management, vendor execution of upgrade, quality control, and acceptance;

Oversees automated systems installations and computer operations to ensure data is processed according to program instructions to enable timely analysis of information to meet departmental and regulatory requirements;

Assists in monitoring automated interfaces, both instrument interfaces and interfaces with related systems, to ensure optimum accuracy, appropriate flow of data and timely turnaround of results;

Provides training, documentation and technical assistance to in-house users to help ensure smooth workflow and maximize effective use of the systems;

Collaborates with IT personnel to make modifications necessary to meet reporting needs, or as required by new instrument interfaces or laboratory tests;

Updates the department's Web pages;

Works with laboratory staff to identify and promote the functional capabilities of the specialized software applications;

Investigates causes of system malfunctions, and assists in troubleshooting the source of errors;

Coordinates application access privileges for departmental staff within departmental applications;

Acts as a liaison with vendors and attends vendor training;

EXAMPLES OF WORK: (Continued)

Assists in assessing reporting needs, including operational, management, regulatory requirements, and ensures report generation needs of the department are met;

Acts as liaison with vendors and attends vendor training;

Participates in planning for the integration of network configurations and system servers to ensure that design meets the system and disaster recovery requirements required by the laboratory;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Provides input in the preparation of the department's annual budget for information technology services;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS ABILITIES AND ATTRIBUTES: Thorough knowledge of laboratory systems and the operations, functions, capabilities and objectives of laboratory information systems; good knowledge of the administrative processes and techniques (e.g. work flow, control, scheduling within the department. Good knowledge of Windows-based office software and procedures, good knowledge of computers, including such technical areas as PC equipment, PC operating systems and their functional capabilities; ability to analyze and understand laboratory structure, functions, operations, goals and objectives to facilitate, refine and promote laboratory information systems' capabilities; good knowledge of principles of project management; ability to establish and maintain effective working relationships within highly technical and specialized work groups; ability to understand and present complex functional requirements to others, both orally and in writing; ability to effectively use computer applications such as word processing, spreadsheets, calendar, email and database software; ability to communicate effectively in English, both orally and in writing; initiative; resourcefulness; sound judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree\* and four years of general laboratory experience, two years of which must have included the support of a laboratory information system (in a Windows-based environment) which included system upgrades, maintenance and troubleshooting.

SUBSTITUTIONS: A Bachelor's degree\* or higher, in computer science, information technology or a closely related field may be substituted for the general Bachelor's degree plus one year of the required experience.

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

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Job Class Code: C3298  
Job Group: XII