

PROGRAM COORDINATOR (NETWORK OPERATIONS - DISTRICT ATTORNEY)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the management and oversight of the Westchester County District Attorney's computer network. Responsibilities involve supervising Local and Wide Area Network systems programming activities and network administration; developing and researching PC based computer networks and software for adaptation to departmental needs; developing RFP's and administering outsourced data processing contracts; supervising the operation and maintenance of computer systems; diagnosing, assessing, and resolving network difficulties, and maintaining liaison with contractual agencies in the maintenance of systems. Considerable latitude is given for the exercise of independent judgment due to the extremely confidential nature of information within the database. Supervision is exercised over subordinate contractual and/or county personnel involved with network maintenance, enhancement, expansion, and programming. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Monitors the performance of the Office of the District Attorney's personal computer network (LAN/WAN; i.e. Local and Wide Area Networks, serving eight district offices) by supervising and/or participating in the use of network management systems for various network components;

Develops and manages security policies and systems required to ensure system operations meet security requirements as set forth by the District Attorney's policies and procedures to ensure the confidentiality of criminal prosecutorial records and statistics;

Develops and administers procedures for the installation and operation of software for all levels of Local and Wide Area Networks used in the Office of the District Attorney;

Supervises the maintenance of database files and file updates as well as related systems to ensure adequate response time and support for end users;

Confers with the contracting agency to determine the limitations and capabilities of the existing system and desired features for enhanced processing and future workloads; researches enhanced operations becoming available in the LAN/WAN development area;

Engages in comparative research for software and hardware acquisition, developing bid specifications for same and evaluating proposals;

Prepares budget forms and justification for hardware, software, and support and maintenance contracts for the department's annual budget.

Assists with the development of the five year capital plan for information systems services;

Evaluates departmental and end-user needs to assist in prioritizing Information Technology software, hardware and service acquisitions and then coordinates the selected acquisitions to ensure they meets expectations;

EXAMPLES OF WORK: (Continued)

Supervises network, server and desktop support staff by ensuring division operations are coordinated in a productive and efficient manner and align with the goals and objectives established within the department;

Establishes work assignments and projects for departmental IT staff and monitors progress of each to ensure adherence to the established schedule and are meeting a best practice quality control standard;

Ensures the timely and effective resolution of system issues and problems;

Maintains the ability to read, comprehend, and interpret technical literature regarding changes in technology, specific techniques and equipment, and implement those changes to maximize operational efficiency;

Prepares reports for management on the overall performance of the computer network; makes recommendations on optimizing system performance and/or enhancing functionality;

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

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND ATTRIBUTES: Thorough knowledge of the principles of communication networks in a legal environment; good knowledge of the operation and uses of personal computer networks, their capabilities and their limitations; good knowledge of the requirements of computer capabilities and their limitations; good knowledge of PC computer operations, software, and data communications applications (i.e. database applications, word processing applications, etc.); familiarity with telephone communication networks; familiarity with various network management systems and tools (i.e. Novell); ability to maintain a secure confidential automated system which protects the criminal prosecution records and statistics used by the professional staff of the District Attorney's Office; ability to read, comprehend, and interpret technical literature regarding changes in technologies, specific techniques and equipment, particularly those in a legal environment; ability to coordinate and plan the work of others; ability to establish and maintain effective working relationships with facility providers and equipment vendors; ability to present clear, concise, factual reports regarding technical information; tact; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and five (5) years of experience in which a primary function of the position was the installation, operation, maintenance and problem diagnosis of computer systems, two years of which must have been focused on support of a legal environment.

SUBSTITUTIONS: A Bachelor's degree* in Information Technology or closely related field may be substituted for one year of the required experience. A Master's Degree* in Information Technology or a closely related field may also be substituted for one additional year of experience. There is no substitution for the two years of specialized experience in a legal environment.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment and maintain same while in the title.

*SPECIAL 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.

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