

ASSISTANT MANAGER – INFORMATION TECHNOLOGY SERVICES
(BOCES #2)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Manager – Information Technology Services, an incumbent of this position is responsible for assisting in the planning, development and implementation of procedures for effective utilization of technological support and services, including systems, end user computing, infrastructure, wireless, wide area network (WAN), internet services, data center services, and other related information technology services. The primary function of this position is to provide operational support to the Manager – Information Technology Services for all support services designed to meet the technology needs of the organization and of school districts served by the Lower Hudson Regional Information Center (LHRIC) of BOCES #2, with a strong focus on customer service. In fulfilling this responsibility, an incumbent coordinates the work of both centralized teams within the Information Technology Services department, and decentralized teams working directly with the school districts, in cooperation with technicians working remotely at the LHRIC and onsite in the district. At the discretion of the Manager, an incumbent may primarily be designated to support one or more information technology services depending on their subject matter expertise. This is a leadership position within the organization and an incumbent will exercise independent judgment in managing projects and services run by various Coordinator – Network Support, Project Manager, and Information Systems Security Coordinator titles that report to the Manager – Information Technology Services. An incumbent will take an active role in solving escalated problems, supporting cross functional initiatives across IT services, leading marketing efforts, and managing vendor relationships. Supervision may be exercised over Coordinator(s) – Network Support, Project Manager(s) and/or the Information Systems Security Coordinator as designated by the Manager – Information Technology Services. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists Manager in leading and managing the daily operations for all technology support services within the organization such as: service desk, end user computing, systems, infrastructure, wireless and other related information technology services;

Assists Manager with providing leadership and guidance to subordinate staff of the Information Technology Services department both operationally and strategically on cross functional projects and initiatives;

Assists Manager with coordinating projects across the various teams of the Information Technology Services department and assists with developing procedures and schedules for efficient and timely flow of work;

Leads and provides support in meetings with high-level school district personnel to assist in the marketing and collaboration efforts around organization's support services;

Assists Manager with leveraging vendor partnerships to meet the needs of the organization and participating school districts;

Keeps abreast of new developments in information technology and industry trends to provide assistance to service owners in service development and enhancement;

Confers regularly with participating school districts and with BOCES department heads as it relates to technology needs and integration and provides feedback to the Manager for refinement of services;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Assists Manager to address escalated issues including personnel issues, service issues, and critical incident response;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of current information technology and its application to the educational and administrative environment; good knowledge of the use, function and potential of networking and systems technologies; ability to organize and present thoughts and procedures in a clear, concise and thorough manner, both orally and in writing; ability to gather and analyze information and draw logical conclusions; ability to lead discussions and make formal presentations; ability to think, creatively and logically; ability to establish and maintain effective working relationships with school district personnel and Regional Information Center staff; ability to plan, supervise and coordinate the work of others; ability to prepare written materials and reports; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; sound judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Bachelor's Degree* and five (5) years of work experience that involved installing, maintaining and/or troubleshooting of local or wide area networks, one (1) year of which was in a supervisory capacity, including or supplemented by one (1) year of experience that involved purchasing, budgeting or service pricing.

SUBSTITUTION: A Bachelor's Degree* in Information Technology, Computer Science, Management Information Systems or related field may be substituted for one (1) year of the above-described work experience. There is no substitution for the one (1) year of supervisory experience, nor for the one (1) year of work experience involving purchasing, budgeting or service pricing.

*SPECIAL NOTE: Education beyond the secondary level 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.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:
In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

BOCES #2 Lower Hudson Regional Information Center
FAA9

J. C.: Competitive

Job Class Code: S1054