ASSISTANT INFORMATION TECHNOLOGY MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The Assistant Information Technology Manager assists the Information Technology Manager in directing, managing, supervising and coordinating the activities and operations of the Information Management & Technology Department including hardware, software, network and computer systems administration; identifies, recommends, develops, implements and supports cost-effective technology solutions for all aspects of City government. The work is performed under the general supervision of the IT Manager. Administrative and technical supervision is exercised over all information technology staff and in the absence of the IT Manager assumes complete responsibility for directing all Information Technology Department activities. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Assists in Management & technical responsibility for assigned services and activities of the Information Management & Technology department including designing, implementing, and administering City-wide information technology activities.
2. Manage, maintain, upgrade and direct the installation, operation, and maintenance of information technology hardware and software.
3. Assists IT Manager to provide ongoing technical support and training for staff.
4. Assists IT Manager in the management, development and implementation of goals, objectives, policies, and priorities for assigned programs.
5. Assists IT Manager to plan, direct, coordinate and review the work of information technology staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
6. Assists in development of the department's annual budget.
7. Assists in the coordination of information technology capital improvement purchases for all City department.
8. Assists the IT Manager in evaluating existing information technology needs of all departments; propose recommendations to maintain and improve the quality of service; plan, coordinate and implement improvements in service.
9. Assists in the coordination of information technology activities with outside agencies.
10. Assists the IT Manager in management and/or coordinate implementation of all technology projects within the City.
11. Ensure the security of all network files and backup of all network data.
12. Researches, analyzes and communicates new concepts, ideas and techniques in information systems.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

1. Thorough knowledge of state of the art information and communication technology and concepts, including enterprise wide networking, distributed systems, relational database technology, open

systems, local/wide area networking, personal computing applications, desktop computing and telecommunications.

2. Knowledge of organizational management, public and business administration and budgeting.
3. Knowledge of the principles and methods of project management and contract management.
4. Knowledge of sound financial and business practices as it relates to equipment and service acquisition, budgeting, funding, billing and cost containment
5. Ability to plan, organize and supervise the work of a diverse and highly technical staff to meet organization-wide and departmental user needs for a wide variety of information and telecommunication needs.
6. Ability to work effectively with administrative and technical staff.
7. Ability to present ideas clearly and concisely, both orally and in writing.
8. Sound Judgment, innovative; flexible; resourceful; initiative; tact.

MINIMUM QUALIFICATIONS:

A. Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in business or public administration, computer science, computer engineering, information systems or other closely related field and four years of information systems experience providing a wide variety of technical support in a mid to large size local government including project management; **OR**
B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree and six years of experience as defined above; **OR**
C. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree and eight years of experience as defined above.

Adopted: 11/30/16 (Competitive)