DEPUTY DIRECTOR OF INFORMATION SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative and technical position that assists in the management of Information Technology programs, policies, and resources for Herkimer County. This includes the management of complex data processing systems and initiatives, network infrastructure, operating systems, desktop and end user technology, telecommunication systems, and help desk and service request. Direct supervision, as determined by the Director of Information Services, is exercised over assigned personnel. In the absence of the Director of Information Services, the incumbent is authorized to act on behalf of the Director and assumes responsibility of departmental operations and personnel. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Acts on behalf of the Director of Information Services in his/her absence and represents him/her in an official capacity, as required, on all departmental matters ;
- Directs and coordinates special projects and programs assigned by the Director of Information Services;
- Supervises and coordinates activities and employees related to day-to-day operations and responses to work orders, technology issues, and service request;
- Plans, implements, and maintains security measures for all county systems to safeguard them from authorized or accidental destruction, modification, or exposure of personal and confidential information;
- May establish work order procedures, priorities to ensure adequate responsiveness in operations;
- May train and provide assistance to employees engaged in the operation and management of computer, network components, and other related equipment;
- May review the work of supervised Information Services personnel;
- Coordinates the implementation of new operating systems and hardware;
- Establishes processes and requirements for computer and telecommunication systems;
- Plans, designs, develops technology solutions working closely with department heads or their designees, and other local governments;
- Insures that all systems are operating at required performance levels;
- Assists in the preparation of new and revised departmental policies and operating procedures;
- Confers with software, hardware, and other technology vendors regarding problems and corrective actions;
- Assists in the preparation of strategic plans and annual departmental budget;
- Determines the need for new or additional equipment and software and recommends type and/or capacity

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:
Thorough knowledge of the operation, care, and adjustment of computers and related peripheral equipment; thorough knowledge of the operation of electronic communication systems, voice communication systems, and related equipment; thorough knowledge of network administration; thorough knowledge of hardware and software; good knowledge of governmental budgeting procedures; ability to monitor and control large technology projects, problems, and issues; ability to plan and supervise the work of subordinates; ability to establish and maintain working relationships with department heads and end users; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Open Competitive

Either **(A)** Graduation from a regionally accredited New York State registered college or university with a Bachelors Degree in Computer Science, data processing or a related field.

OR **(B)** Graduation from a regionally accredited New York State registered college or university with an Associates Degree in Computer Science, data processing or a related field and two years experience using JAVA and using a Windows platform.

Promotional - At the time of examination, twelve months of permanent competitive class status in the Herkimer Co. Information Services Department in the title of Sr. Network Administrator.

Competitive Class – Established 11/17/2017
Revised 11/6/2025 PO