MICROCOMPUTER SERVICES SUPERVISOR (CITIES)

DISTINGUISHING FEATURES OF THE CLASS:

This is a specialized technical and supervisory position in City Government in the field of Information Technology (IT). The work involves responsibility for developing strategies and implementing the coordinated use of automated systems, providing direct daily supervision and coordinating all work related activities for Microcomputer support staff, and the planning and acquisition of microcomputer hardware and software. The work will include the use of microcomputer-based software applications and operating systems, microcomputers and other equipment. The incumbent is responsible for researching hardware and software options and keeping abreast of the latest technological developments in the industry. Work is performed under the general direction of a managerial level employee with wide leeway allowed in the exercise of independent judgment. Supervision is exercised over subordinate employees.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Establishes and maintains a familiarity with the technological capabilities of various types of microcomputer-based software applications, microcomputers and associated stand-alone and networked peripheral devices;
2. Develops, publishes, and obtains approval for office automation and microcomputer strategy;
3. Develops and publishes guidelines for justifying office automation products and microcomputers, reviews all requests and acts as an internal consultant;
4. Collects and coordinates standards for implementing word processing and microcomputer-based applications and sharing resources;
5. Develops and maintains a service program for all office automation and microcomputer equipment, maintains service records, and monitors the performance of selected hardware and software;
6. Provides direction for implementing the integration of microcomputer-based software applications, networking of office automation systems, local area networking email;
7. Establishes guidelines and standards for administrative message switching and email;
8. Establishes direction and implements teleconferencing facilities;
9. Identifies security mechanism for installed office automation systems;
10. Establishes the policies and procedures of the microcomputer lending library, and monitors the receipt and return of microcomputers;
11. Recommends a selected list of hardware and software vendors;
12. Responsible for obtaining price quotes for departments/agencies from vendors for hardware or software purchases, maintenance contracts, develops bid specifications, and orders equipment, software and related products;
13. Inspects hardware equipment and/or software upon delivery from vendors to ensure it matches the order; assigns the items into the department inventory, creates the necessary project paper work for the items, and schedules them for implementation;

<u>**TYPICAL WORK ACTIVITIES**</u> (Cont'd)

14.   Provides direct daily supervision and coordinates all work related activities for microcomputer support staff that is engaged in problem-solving, long term projects, monitoring system activity, installing hardware/software, and communications equipment;
15.   Develops specific goals and plans to prioritize, organize, and accomplish the objectives of IT infrastructure improvements;
16.   Provides support for users, including investigating, diagnosing and resolving problems associated with software and hardware;
17.   Works closely with department management to develop annual IT budget.

<u>**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**</u>:

Thorough knowledge of data processing principles and practices; thorough knowledge of potential uses and general limitations of electronic data processing systems, particularly microcomputer systems; good knowledge of word processing systems; good knowledge of microcomputer and word processing operations; good knowledge of systems design for IT infrastructure for microcomputers; working knowledge of budgetary procedures; ability to research the various hardware and software products available in the field and to determine their applicability to agency needs; ability to plan and execute projects of moderate complexity and scope; ability to understand and interpret complex oral and written material; ability to communicate effectively, both orally and in writing; ability to establish good working relationships with others; personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

<u>**MINIMUM QUALIFICATIONS**</u>:

EITHER: (A)   Associate's degree in computer science or a closely related field **AND** six (6) years of current* technical work experience which required project management; hardware configuration, pricing and ordering; the design, development, and implementation of microcomputer systems in a LAN and/or WAN networking environment, three (3) years of which must have also required responsibility for full supervision of subordinate employees;

OR: (B)   Graduation from high school or possession of a high school equivalency diploma and eight (8) years of work experience as in (A) above with four (4) years of the required employee supervision;

OR: (C)   An equivalent combination of training and experience between the limitations of (A) and (B) above.

* Current work experience is defined as within 8 years of the date of application.

NOTE: Your degree or college credit 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 REQUIREMENTS:

1. Possession of a valid New York State Driver License at time of appointment and to maintain position.
2. Candidates must be able to physically transport, place and install all related equipment in a variety of settings and locations.

ADOPTED: 08/15/22