

## **DEPUTY DIRECTOR OF INFORMATION TECHNOLOGY**

**DISTINGUISHING FEATURES OF THE CLASS:** Under the general direction of the Chief Information Technology Officer, this administrative and technical position will assist in the management of Information Technology applications, policies, and resources for the City of Albany. This includes the management of complex enterprise systems and security, network infrastructure and operating systems, desktop and end-user technology, telecommunications solutions, and the supervision of help IT personnel. Direct supervision, as determined by the Chief Information Technology Officer, is exercised over assigned personnel. In the absence of the Chief Information Technology Officer, the incumbent is authorized to act generally for and on behalf of the Chief Information Technology Officer and assumes responsibility of division and personnel.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Supervises and coordinates activities and employees related to the day-to-day operations and responses to work orders, technology issues and service requests;
- Plans, designs, develop and implements technology solutions working closely with department heads or their designees;
- Implement, support and monitor the City's information security applications, including but not limited to email security, web security, client security software, and firewalls;
- Responsible for 24 hour per day, 7 day per week, on-call software and hardware maintenance for various computer systems;
- Serve as project lead on IT projects;
- Establishes processes and requirements for computer and telecommunications systems, including stakeholder participation, specifications and business process analysis documentation, budget development, oversight of procurement processes, and assurance of sound implementation plans;
- Disaster recovery and testing implementation and testing a procedure for backups and recovery of all servers and storage;
- Insures that all systems are operating at required performance levels including applications of software, operating systems, hardware, and modifications suited to users' needs;
- Assists in the establishment of new and revised organizational 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 the annual departmental budget based on user requirements, mandated items, current and anticipated projects and resources, and organizational objectives;
- Performs related work as required.

**REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Comprehensive knowledge of the purposes, principles, terminology and practices employed in a large, centralized information technology organization;
- Comprehensive knowledge of the principles and practices of information technology management and IT Security;
- Thorough knowledge of computer hardware and software, including its capabilities and applications;
- Good knowledge of the high-end networked environment that includes virtual servers, desktops, and data communications;
- Good knowledge of IT security methods and procedures in an information technology environment;
- Good knowledge of voice communications and its related environment;
- Good knowledge of the principles and practices of administrative supervision;
- Ability to establish and maintain effective working relationships with officials and department heads;
- Ability to plan and supervise the work of subordinates;
- Ability to analyze organizational problems and take corrective action;
- Ability to communicate effectively both orally and in writing;
- Ability to plan and supervise the work of professional and technical subordinates in a manner conducive to full performance and high morale;
- Ability to express oneself clearly and concisely and to prepare comprehensive and detailed written and oral reports;
- Tact;
- Initiative;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, **AND EITHER:**

- A. Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's Degree in management information systems, computer science, public administration, or closely related field AND two (2) years of experience in the management of information systems projects, or experience in the field of Information Technology in network administration/server implementation and maintenance or programming, security, systems analysis or technology application activities, one (1) years of which shall have been in a supervisory capacity; **OR**
- B. Graduation from a regionally accredited or New York State registered two year college or university with an Associate's Degree OR sixty (60) credit hours in management information systems, computer science, public administration, or

- closely related field AND four (4) years of experience in the management of information systems projects, or experience in the field of Information Technology in network administration/server implementation and maintenance or programming, security, systems analysis or technology application activities, one (1) years of which shall have been in a supervisory capacity; **OR**
- C. Five (5) years of full-time paid experience in the management of information systems projects, or experience in the field of Information Technology in network administration/server implementation and maintenance or programming, security, systems analysis or technology application activities, two (2) years of which shall have been in a supervisory capacity; **OR**
- D. Any equivalent combination of training and experience as defined by the limits of A through C above.

**SPECIAL REQUIREMENTS:**

Possession of a valid NYS driver's license at time of appointment and for the duration of employment.