

GENESEE COUNTY

IT OPERATIONS ANALYST II

DISTINGUISHING FEATURES OF THE CLASS: This senior IT Operations position carries with it responsibilities for completing most IT Operations tasks using supervision, influence, individual judgment and initiative. Additionally, the incumbent assists with customer support functions. The incumbent is expected to be a team leader who manages larger projects involving several department and agencies/ vendors and provides input to large programs. He/she assists with planning of projects and/or departmental plans and IT directions. The work is done under the direct supervision of IT management. Participates in employee performance evaluations. Is expected to supervise small groups and teams. Does related work as required.

TYPICAL WORK ACTIVITIES:

Plans, organizes and coordinates systems management and operations functions for central computers, client/server networks and Internet/Intranet applications;
Plans, organizes and manages the installation of new IT equipment and systems;
Determines maintenance needs and develops procedures, schedules and requirements for vendor's assistance to meet the operational requirements of the jurisdiction;
Plans and ensures the delivery of up-to-date industry standard IT infrastructure services such as e-mail, Internet access, security (including firewalls), filing, backup and printing, etc;
Performs capacity planning, load balancing and configurations planning for computing and communications servers and networks for entire jurisdiction;
Interfaces with local telephone providers to add, change to delete telephone lines;
Maintains and upgrades data communications lines;
Coordinates the repair of communications equipment for voice and data with vendors;
Collaborates and acts as a consultant with other departments and agencies in the identification and specification of future requirements for IT infrastructure and operational and technical support;
Collaborates with other departments and agencies in the design and layout of computer and communications installations for new facilities;
Assists the customer support function in investigating and resolving reported hardware, software and integration problems of a complex nature;
Performs problem analysis for the IT function and recommends corrective actions;
Maintains and updates inventories and performs asset management functions for IT equipment and software;
Maintains appropriate activity logs, manuals, libraries, etc. for efficient IT Operations;
Develops and reviews RFQs, RFPs and bids and identifies and evaluates vendors and equipment for purchase of desktop/mobile computers, peripherals, computer networks and data and voice communications equipment;
Gathers and presents detail information on the quality and performance of computing and communications equipment and software;

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Leads the implementation of projects with tactical decision making responsibility, including training, vendor management, etc.;

Directs and coordinates special projects and programs as assigned by the Director of Information Technology;

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;

Determines need for new or additional equipment and software and recommends type and/or capacity.

Coordinates the implementation of new operating systems and hardware
Through knowledge of voice communications equipment

The above examples of duties are intended only as illustrations of various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND/OR PERSONAL CHARACTERISTICS: Thorough knowledge of the operation of a computer system and communications network/telephone system; good knowledge of the use and general maintenance of computer hardware and peripheral equipment; good knowledge of standard off-the-shelf applications, e-mail and the Internet; good knowledge of computer and network operating systems; good knowledge of the jurisdiction's IT functions and administrative procedures; working knowledge of hardware operations, requests for proposals, bids and contracts with external entities and the Purchasing Division; ability to communicate effectively, both orally and in writing; ability to lead and work well in teams; ability to work effectively with vendors, users and the public; ability to resolve complex, ambiguous technical and user problems; ability to plan and manage larger projects; ability to develop longer-range directions in specific IT areas including the annual departmental budget and anticipated projects; ability to develop efficient and customer friendly operational procedures and processes for IT; good initiative, self-motivation and organizational skills.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms.
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The employee is regularly required to walk, talk and hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

MINIMUM QUALIFICATIONS:

EITHER:

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- A. Possession of a Bachelor's Degree which included or was supplemented by fifteen (15) credit hours or course work in management information systems, computer science, computer technology, information resource management, data processing, programming, systems analysis, or related computer fields AND three (3) years of paid experience in maintenance, configuration or installation of computerized management information systems, computer related project management, systems analysis and/or delivery of computerized management information systems, two years of which must have been in a supervisory capacity;

OR

- B. Possession of an Associates' Degree which included or was supplemented by fifteen (15) credit hours of course work in management information systems, computer science, computer technology, information resource management, data processing, programming, systems analysis, or related computer fields AND five (5) years of paid experience in maintenance, configuration or installation of computerized management information systems, computer related project management, systems analysis and/or delivery of computerized management information systems, two years of which must have been in a supervisory capacity;

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OR

- C. Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education AND seven (7) years of paid experience in maintenance, configuration or installation of computerized management information systems, computer related project management, systems analysis and/or delivery of computerized management information systems, two years of which must have been in a supervisory capacity;

OR

- D. Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education AND an equivalent combination of training and experience defined by the limits of (A), (B), or (C) above.

NOTE: Your degree 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. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

Competitive Class

Adopted 9/8/98

Revised 3/15/99, 11/19/99, 4/29/24