

DIRECTOR OF INFORMATION TECHNOLOGY
(Rochester Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative and technical position in the Rochester Housing Authority involving responsibility for the direction and coordination of the Authority's information systems. This includes, but is not limited to analyzing and resolving computer hardware, software or user problems, and maintaining and modifying existing computer programs. Employees of this class are also responsible for coordinating the training of Housing Authority staff in the use of its computer system and personal computers. The employee works under the general supervision of the Executive Director, with wide leeway for the exercise of independent judgment concerning day to day management. This employee provides direct supervision over the professional, technical and clerical staff within the department. Related work is performed as required.

TYPICAL WORK ACTIVITIES:

- Prepares proposals for the annual operating budget for the purchase of computer hardware, hardware maintenance, software, software development, and needed computer supplies.
- Develops and coordinates the Request for Proposals (RFP) that are related to Information Technology projects.
- Analyzes and resolves a variety of problems (e.g., problems with computer hardware and/or software, user error).
- Oversees the procurement of computer hardware and software necessary to meet the needs of the administrative and operational functions of the authority.
- Reviews with other Housing Authority departments their information system needs and establish a strategic plan of action that meets their needs and is also compatible with the goals and objectives of the Housing Authority.
- Oversees and monitors the progress of consultants modifying current software or implementing new software.
- Modifies and debugs existing programs to accommodate changes in procedures or desired results.
- Supervise the ongoing operations of the IT Support helpdesk providing the quality and timely support to employees concerning their hardware and software needs.
- Coordinates training in the use of the Housing Authority's computer system and personal computers.
- Writes complete documentation of operating procedures according to Housing Authority standards for users.
- Provide day-to-day supervision, conduct performance appraisals, and delegate work assignments for all IT personnel.

ENTRY LEVEL KNOWLEDGES, SKILLS, AND ABILITIES:

- Knowledge of the logical working of a computer and its operating capacities.
- Knowledge of documentation techniques.
- Knowledge of network topology/design
- Knowledge of data telecommunications.
- Knowledge of how to design programs.
- Ability to identify, locate, analyze and solve problems.
- Ability to lay out, write and test programs.

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- Ability to understand and interpret user needs and problems.
- Ability to deal tactfully and professionally with a variety of people, such as user departments, and computer hardware and software vendors.
- Ability to communicate clearly, both orally and in writing.
- Ability to design programs.
- Ability to maintain system software.
- Ability to work independently.
- Ability to establish and maintain effective working relationships with others.
- Ability to learn new procedures.
- Ability to read and understand technical computer manuals.

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES:

- Knowledge of Rochester Housing Authority programming and documentation standards.
- Knowledge of Rochester Housing Authority administrative policies and procedures.
- Knowledge of the software necessary to process various jobs for the Rochester Housing Authority.
- Knowledge of disk management and on-line system management.
- Ability to load/install system software.

MINIMUM QUALIFICATIONS:

- (A) Bachelor's degree in computer science, Data Processing, or closely related field **AND** five (5) years of computer programming experience performing a variety of tasks in program development and maintenance.

OR

- (B) Any bachelor's degree or associate degree in computer science, Data Processing, or closely related field **AND** six (6) years of experience as described in (A) above.

OR

- (C) High school diploma or G.E.D. **AND** eight (8) years of experience as described in (A) above.

SPECIAL REQUIREMENTS:

Possession of a clean & valid New York State Class D Motor Vehicle license at time of appointment. This license must be maintained throughout employment

ADOPTED: January 19, 2012