ORANGE COUNTY
MANAGEMENT CLASS SPECIFICATION

TITLE: DIRECTOR OF CLIENT SERVICES **GRADE:** 25

TITLE ABBREVIATION: DIR CLIENT SERVICES **TITLE NO.:** 6332

JURIS.CL: C   **SALARY CODE:** 03   **EEO CODE:** OA   **FLSA CODE:** AD

DEPARTMENT: INFORMATION TECHNOLOGY SERVICES

NATURE OF THE WORK: This is a managerial and technical position responsible for the daily administration and coordination of Desktop, Technical, and Help Desk Services in the Orange County Department of Information Technology Services. The work involves planning installations, ongoing maintenance and support, evaluating desktop trends and making recommendations accordingly, establishing training guidelines, and developing policy and procedures. Incumbent is responsible for the effective operation of the county computers, training facility, and helpdesk operations.

CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS: This is a one-position class in the competitive classified service. Duties are performed under the general supervision of the Chief Information Officer. Work is performed with wide leeway for the independent judgment in carrying out the assigned duties. Supervision is exercised over a staff of technical and support staff.

TYPICAL DUTIES AND TASKS:
Manages the Desktop Services functions and directs staff areas of desktop and technical support;

Manages the daily operation of the county computer systems and the helpdesk facility;

Manages the training function of Desktop Services by helping to design training courses, manuals and standards and procedures for user departments on an on-going basis;

Assists user departments with implementation of desktop computer systems and provides on-going technical assistance in areas of hardware configuration and software applications;

Manages the selection, implementation and maintenance of Servers, communication hardware and related software;

Develops specifications and request for proposals for desktop related software, hardware, and training materials and makes recommendations accordingly;

Negotiates purchase, lease and maintenance contracts and software acquisitions;

Develops, implements, and enforces procedural and security standards for the end-user including access to and security for all facilities, data integrity and confidentiality of files, and emergency backup procedures, including disaster recovery plans;

Plans, supervises and evaluates the work and performance of the desktop, technical, training, and helpdesk personnel;

Works with Chief Information Officer on development of long range plans, policies, procedures, and budgeting in regards to the automated office environment;

Attends training, demonstrations, and seminars to keep abreast of on-going technical changes and advancements in desktop technologies.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Thorough knowledge of the functions and operating capabilities of desktop equipment and related software; thorough knowledge of workflow application software; good knowledge of Internet technologies; good knowledge of data processing concepts, personal computers, and telecommunication technologies; good knowledge of Orange County's organization and the needs of user departments as they relate to the automated computer environment; good knowledge of procedures and regulations concerning inventory control, budget preparation, and purchasing practices; ability to define features and limitations of vendor software and hardware and make recommendations on such; ability to plan projects, prioritize tasks and develop work plans; ability to plan, direct and supervise the work of others; ability to communicate effectively both orally and in writing; ability to establish and maintain documentation and procedural standards; ability to establish and maintain cooperative working relationships with others; resourcefulness; good judgment; initiative; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:
(A) Bachelor's Degree*, or higher, in Computer Science or related field and four (4) years of paid work experience in client server systems environment responsible for the administration of integrated personal computers, telecommunications, application software, networked email system, and workflow environments, two (2) years of which must have been in a supervisory capacity; OR

(B) Associate's Degree* in Computer Science or related field and six (6) years as described in (A) above, two (2) years of which must have been in a supervisory capacity; OR

(C) Graduation from high school or possession of a high school equivalency diploma and eight (8) years of full-time paid experience as described in (A) above, two (2) years of which must have been in a supervisory capacity.

NOTES: Possess and maintain a valid driver's license. Ability to lift and carry fifty (50) pounds.

* 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.