ORANGE COUNTY CLASS SPECIFICATION

TITLE: SYSTEM MANAGER **GRADE:** 14

TITLE ABBREVIATION: SYSTEM MANAGER **TITLE NO.:** 6752

JURIS.CL: C **SALARY CODE:** 01 **UNIT:** **EEO CODE:** PR **FLSA CODE:** NE(2)

DEPARTMENT: VARIOUS **DIVISION:** ADMINISTRATION

SUPERVISOR'S TITLE: DEPUTY COMMISSIONER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the management of a computer system utilized for research projects which evaluate the effectiveness of various programs, forecast community needs and maximize revenues. The incumbent acts as a liaison with Information Services in the development of computer programs and the solution of system problems. The position is also responsible for technical work involving the application of research principles and methods to conduct various evaluation and assessment studies. Work is performed under the general supervision of a Deputy Commissioner with latitude for the exercise of independent judgment in connection with the technical aspects of the position. May supervise subordinate positions. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Performs analysis of various program functions;

2. Maintains and updates a customized central database;

3. Develops, maintains and implements centralized computer policies and procedures in conjunction with Information Services;

4. Assigns and maintains access levels for system users to assure security levels of certain fields;

5. Assists in reviewing and recommending the purchase of software packages;

6. Performs preliminary troubleshooting of hardware and software problems;

7. Coordinates research projects, including research design and methodology, to monitor service delivery system;

8. Analyzes collected data and interprets this data using various statistical analysis techniques;

9. Prepares statistical forecasts to evaluate existing programs and assess future needs;

10.   Designs and implements reports in response to the requests of Directors
       and the Administrative Management Team;

11.   Trains users on software enhancements;

12.   Has responsibility for the overall physical management and operation of
       computer system excluding hardware and operating system programming.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Thorough knowledge of the functions and operating capacity of computer systems
including peripheral equipment and how they effect program development;
thorough knowledge of the methods of logical deduction; thorough knowledge of
modern programming languages; good knowledge of statistical testing, sampling
techniques and probability theory; good knowledge of program evaluation and
research design techniques; good knowledge of documentation procedures,
testing criteria and security considerations; working knowledge of the
Department's organization and the functions and objectives of user
departments; ability to analyze qualitative and quantitative data; ability to
gather data through observation, interview and research; ability to summarize
findings and present material in oral or written format; ability to plan and
direct the work of others; ability to communicate effectively with both users
and technical personnel; ability to define features and limitations of vendor
supplied software support; ability to interpret difficult textual, tabular and
graphic material; ability to establish and maintain cooperative working
relationships; physical condition commensurate with the demands of the
position.

MINIMUM QUALIFICATIONS: Either:

(A)   Graduation from a regionally accredited or New York State approved
       college or university with a Bachelor's degree and two (2) years of
       experience in installing, maintaining and upgrading computerized
       databases; OR

(B)   Completion of 60 credit hours at an accredited or New York State approved
       college or university and four (4) years of experience as outlined in (A)
       above; OR

(C)   Graduation from high school or possession of a high school equivalency
       diploma and six (6) years of experience as outlined in (A) above.

FORMERLY: PROGRAM ANALYST
ADOPTED: 9/3/91
REVISED: 1/20/99 MM
REVISED: 8/18/99 mf
REVISED: 9/9/99 MM   Last Reviewed: 08/03 ms