

**ORANGE COUNTY**  
**MANAGEMENT CLASS SPECIFICATION**

**TITLE:** ASSISTANT DIRECTOR OF CLIENT SERVICES **GRADE:** 23

**TITLE ABBREVIATION:** ASST DIR CLIENT SERV **TITLE NO.:** 6076

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

**DEPARTMENT:** INFORMATION SERVICES

**NATURE OF THE WORK:** This is an important managerial position responsible for all support services activities within the Department of Information Services. These functional areas include the daily operation of the Helpdesk facility, the indirect monitoring of the data operation centers, data control functions, and courier services.

**CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS:** This is a one position class in the competitive classified service. The Assistant Director is involved in the day-to-day monitoring of the Helpdesk facility, ensuring service levels, customer satisfaction, problem resolution and tracking, vendor response and change control procedures. The incumbent also provides management support in the areas of security procedures for materials, equipment and files within the data centers; establishment and enforcement of standards and procedures for work flow and integrity of data throughout the production process. Incumbent oversees the operation and monitoring of all related functions within the data centers, including data control, output distribution, network monitoring and reporting, job control, test and turnover procedures, and production inventory. The work is performed under the general direction of the Director of Client Services with latitude allowed for independent decisions; and direct supervision is exercised over helpdesk, operations, and courier personnel.

**TYPICAL DUTIES AND TASKS:**

Plans, assigns, supervises and evaluates the work of all support personnel including Help Desk staff; supervises and monitors the performance of production activities; ensures accurate and timely completion of work;

Monitors call volume into the Helpdesk to ensure user satisfaction standards, complete and accurate problem resolution and that vendor service levels are met;

Develops, implements and enforces procedural and security standards for operations and helpdesk including access to security to all facilities, data integrity confidentiality of files, emergency procedures for power outages, user response levels, back-up and storage of files off site and develops disaster recovery plan;

Works along with Director on development of long range plans, policies, procedures and budget and enforces departmental policies and procedures for client services;

Confers with Director and other departmental staff regarding operation procedures, scheduling, security and related problems;

Reviews actual results of production work as compared to planned or desired results and researches causes of deviation and takes corrective action where appropriate; advises Director of recurring or projected resource or capacity problems and proposed alternative courses of action;

Plans and schedules operations and helpdesk resources, providing sufficient flexibility, support and equipment capacity to meet requirements;

Assists in the recruitment and hiring of operations and helpdesk personnel; plans and directs the training and development of operations subordinates;

Develops acceptance procedures, user satisfaction quotas, and vendor service performance in order to evaluate problem call resolution and support.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the computer operations system; thorough knowledge of the use and general maintenance of all equipment including PCs, modems, printers; thorough knowledge of hardware operations and operations software; ability to exercise reasonable cost control; ability to develop business plan and budget for acquisition or upgrade of hardware; ability to recognize and correct error conditions; ability to supervise and instruct subordinates; ability to communicate effectively both orally and in writing; ability to establish effective working relationships with others; attention to detail; initiative; tact; good judgment; integrity; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Computer Science or related field and two (2) years of paid work experience in computer operations and helpdesk management, one (1) year of which must have been in a supervisory capacity; OR
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Computer Science or related field and four (4) years experience as described in (A) above; OR
- (C) Graduation from high school or possession of a high school equivalency diploma and six (6) years experience as described in (A) above.

**NOTE:** Possession of a valid driver's license. Ability to lift and carry fifty (50) pounds.