



TOWN OF GREENBURGH

OFFICE OF THE COMPTROLLER

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PAUL FEINER
Supervisor

ROBERTA ROMANO CPA
Town Comptroller
SHERI PORCELLO
Deputy Town Comptroller

JOB ANNOUNCEMENT

Manager of Information Systems (Department Head)

Available January 1, 2023

Job Group: Management

Annual Salary: (DOE) \$139,093 - \$165,065

Distinguishing Features of this Class: Under the general supervision of the Town Supervisor and Town Board, the incumbent of this position is responsible for the management of the activities associated with computer and equipment operations, providing information systems support services to users and planning for and implementing software and hardware upgrades. This position involves technical and management responsibility and functions as the head of a municipal information technology department. The incumbent is responsible for establishing and maintain standards and procedures for the use of common databases and hardware within the municipality. This position involves considerable interaction with other municipal departments regarding needs, applications, new programs, etc. This position is charged with overseeing the cable studio and cablecasting operations. Supervision is exercised over subordinate technical and/or non-technical support employees. Does related work as required.

Examples of Work:

- Plans, develops and supervises computer system operations of the municipality;
- Directs, streamlines, and coordinates the management and maintenance of all IT related infrastructure and software including edge routers, switches, cabling, patch panels, VOIP systems, end user application, department specific applications, desktop operating systems, printers, copiers and cloud-based products.
- Directs and coordinates planning and production activities and establishes policy of the data processing division;
- Evaluates, for the purpose of upgrading systems in a cost-effective manner, hardware and software operations when user applications expand and/or higher performance capabilities are needed.
- Meets with vendors and discusses proposals for new equipment and makes studies of proposed new equipment;
- Performs, as needed, vendor evaluations documenting strengths and weaknesses of software products.
- Assess computer hardware and software configuration alternatives.
- Establishes and implements procedures for multi-vendor connectivity;
- Establishes and implements operation procedures for office automation integration;

- Establishes and implements procedures for data security that protects the information from unauthorized access and usage as well as accidental modification, disclosure or destruction;
- Controls all aspects of data storage and security and implements a backup recovery plan;
- Establishes a computer room schedule, prioritizes workload and re-schedules work to meet contingencies;
- Acts as a liaison to all user departments and committee members regarding their software, hardware, security and data processing needs and acts as consultant to staff who indicate a need, interest or desire to develop/use computer applications;
- Coordinates interaction between user departments regarding all aspects of computer system requirements, system interfaces, and overall quality control;
- Assists with the selection and use of any new applications for and between departments, prioritizing hardware/software upgrades; including cost analysis and make recommendations to the municipal board;
- Monitors work flow on a daily basis, continually reviews the production records, analyses Town time and develops procedures for implanting necessary changes for improvement;
- Communicates with vendors and service contractors for the timely scheduling of preventive maintenance and repair work, and performs routine maintenance on equipment not covered by service contracts;
- Operates system consoles, storage devices, printers and all other related equipment as needed;
- Keeps informed on state of the art technology required to support departments on an ongoing basis;
- Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;
- May provide on site support for all microcomputers. i.e., diagnosing problems, performing repairs, and performing upgrades for both hardware and software.

Minimum Acceptable Training and Experience: High School Graduation or possession of a high school equivalency diploma and eight (8) years of experience where the primary function was in the operation and maintenance of computer systems, two (2) years of which must have been in a supervisory capacity, including or supplemented by one (1) year of experience evaluating, analyzing or planning automated data processing systems.

Substitution(s): Satisfactory completion of 30 credits may be substituted on a year to year basis for up to four (4) years of the required experience. A Bachelor's Degree in Information Technology, Computer Science, Computer Programming or a closely related fields may be substituted for up to five (5) years of the required experience. A Master's Degree in one of the aforementioned fields may be substituted for up to six (6) years of the required experience. There is no substitution for the two (2) years of supervisory experience and no substitution for the one (1) year of specialized experience evaluating, analyzing or planning automated data processing system.

Job Classification: Competitive

Submit Resumes: Milagros Cross, Personnel Manager

Email: personnel@greenburghny.com

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