POSITION CLASS TITLE: **TECHNOLOGY PROJECT MANAGER (BOCES)**

JURISDICTIONAL CLASS: Competitive
CIVIL DIVISION: Schools
AUTHORIZATION: Personnel Officer/October 1998 (Rev. 3/14)

POSITION CLASS DEFINITION:
Essential nature of work, degree of difficulty and responsibility.

This position exists at Oswego County BOCES and is responsible to manage the day-to-day operations of the Instructional Technology initiatives, Help Desk, Instructional Support Services (ISS) Repair Department, and staff. Performs related duties as required.

PRIMARY WORK ACTIVITIES:
Typical activities characteristic of the class.

-- Provides project management for Instructional Support Services Technology Projects;
-- Supervises the daily operation of the equipment repair function and all assigned staff, ensuring that the department meets the objectives for volume, quality and responsiveness established by ISS management staff;
-- Supervises the daily operation of the "Help Desk" function and all assigned staff, ensuring that the Help Desk function provides responsive service to end-users according to established procedures, polices, and standards;
-- Determines the proper logistics for equipment repair, especially as this involves decisions to send staff on-site to clients in any served location for diagnostic and repair procedures;
-- Ensures that statistics on all activities are collected from staff; analyzes data and prepares reports to ISS management staff to inform them of the nature and scope of requests received and services delivered;
-- Designs, implements, and manages a system of inventory for components, so that repair operations can proceed in priority order as specified. Maintains complete documentation, outlining all aspects of the Oswego County BOCES Local Area Network and stand-alone computer install base;
-- Ensures that procedure manuals are developed and maintained for activities of Instructional Support Services technical staff;
-- Enforces quality assurance in supplies, equipment, and workmanship;
-- Oversees procurement process for both internal and external Instructional Technology projects for BOCES and component districts;
-- Establishes and maintains relationships with essential suppliers, negotiating discounts on items procured;
-- Chairs a BOCES Technical Support Committee to include the component school districts;
-- Manages a process for technology asset tracking;
-- Prioritizes and assigns tasks that are reported to the Help Desk to repair staff (as appropriate), or refers these tasks to the appropriate ISS official for further processing;

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PRIMARY WORK ACTIVITIES: (Cont.)

-- Follows established procedures to ensure that all tasks are tracked and documented as assignments are made and as work is completed;
-- Prioritizes tasks that are reported to the Help Desk, according to the established Priority Table, and in consideration of individual situations that determine the urgency of requests received;
-- Attends technical conferences and vendor demonstrations to bring back helpful information for users and staff;
-- Schedules periodic preventive maintenance of equipment;
-- Contributes toward the technical evaluation of equipment and software;
-- Analyzes and recommends standards for procurement of computer and AV hardware;
-- Establishes and maintains manufacturer repair authorizations on standard equipment, ensuring that staff maintain the skills needed to perform services authorized according to vendor standards.

KNOWLEDGE, SKILLS AND ABILITIES:
Summary of full performance level characteristics.

THOROUGH KNOWLEDGE OF: 63. goals and objectives of the agency; 143. principles, techniques, and concepts of microcomputer programming; 137.3 principles of management information systems; 88.5 logical operations of micro-computers and data communication devices;

ABILITY TO: 25. communicate effectively, both orally and in writing; 136. plan, assign, and supervise the work of others; 208. understand and follow technical oral and written directions; 239. organize work effectively; 146. prepare clear and concise oral and written reports;

MINIMUM QUALIFICATIONS:
Education, specialized background, training and experience.

A. Graduation from a regionally accredited or NYS registered college or university with a bachelor's degree in computer science, electronic engineering technology, or closely related field and three years of experience in technical project management; OR

B. Graduation from a regionally accredited NYS registered college with an associate's degree in computer science, electronic technology, or closely related field and five years of the experience noted in "A" above; OR

C. An equivalent combination of training and experience as defined by the limits of "A" and "B" above.