Software Systems Administrator
Tompkins County

Department: Information and Technology Services Department
Classification: Competitive
Labor Grade: 14
Approved: Not approved. Never adopted.
By: DP, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered College or University with a Master's Degree or higher in computer science or a closely related Science, Technology, Education and Mathematics (STEM) discipline, **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) computing system management experience with emphasis on software configuration/programming; **OR**

(b) Graduation from a regionally accredited or New York State registered College or University with a Bachelor's Degree in computer science or a closely related STEM discipline, **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) computing system management experience with emphasis on software configuration/programming; **OR**

(c) Graduation from a regionally accredited or New York State registered College or University with an Associate's Degree in computer science or closely related STEM discipline, **AND** eight years of full-time (or the equivalent part-time and/or volunteer) computing system management experience with emphasis on software configuration/programming; **OR**

(d) Graduation from High School or possession of a high school equivalency diploma, **AND** ten years of full-time (or the equivalent part-time and/or volunteer) computing system management experience with emphasis on software configuration/programming;

(e) Any equivalent combination of training and experience as described in (a), (b), (c), and (d) above, as determined by the Commissioner of Personnel in consultation with the Director of Information Technology Services.

   Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENT:

The candidate must possess a valid New York State drivers license at the time of application and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative and technical position with responsibility for the direction, coordination, and project management of work involving software applications, computer system integration, and maintenance of related hardware and software. The work includes the study of various problems, different kinds of information sources, flow of information, adaptation of information for computer use and the information output. The work is performed under the general direction of the Director of Information Services with considerable leeway for planning work methods and procedures with commensurate responsibility for technical results. Work may be performed in consultation with other department heads and inter-municipal representatives. Supervision of others is not generally a function of this position. The incumbent will perform other related duties as required.

TYPICAL WORK ACTIVITIES:

- Analyze the flow and integration of information and data between various systems, make recommendations on solutions to improve efficiency and accuracy and develop, design, or redesign software programs to automate steps in processes and work flows resulting in greater efficiency and fewer errors;
- Function as Project Leader for various newly-acquired software packages;
- Configure, design or redesign detailed software systems, using context diagrams, entity relationship models, information flows, and program flow charts as required to document user requirements and systems architecture;
- Perform a variety of programming tasks to develop, modify, maintain, and document a variety of applications (including financial, human resources, permitting, time logging, records management/retention, and other applications);

- Provide software support for the County's financial, payroll/personnel, purchasing, tax/fee receipts, solid waste fees and related systems and act as liaison between departments and vendors;
- Train and coordinate personnel across County government in the use of, and policies related to financial systems;
- Collect relevant information from departments requesting computer support to determine current operations and analyze requirements, and by doing so develop solutions that will streamline processes and create single solutions that can be shared across the county, not just department by department;
- Troubleshoot new and modified programs to assure compliance with predetermined requirements;
- Review and evaluate RFPs & RFIs and coordinate & supervise presentations, evaluation, testing, and advise of IT recommendations then see through installation and implementation of delivered software once a decision has been made on a specific software solution;
- Develop, communicate, and distribute policies and best practice documentation for systems usage of administered programs for County personnel using these programs;
- Recognize and point out to departments the constraints of particular system programs; and determine impact of application on computer resources and decide what additional resources may be needed;
- Assist the user in the acceptance test and implementation and monitor security of on-line programs and sensitive files;
- Assist departments in drafting and negotiating computer/software contracts for equipment, systems, and professional services;
- Perform a variety of computer programming, hardware installation, configuration, and integration;
- Perform configuration, installation, troubleshooting, and training on network;
- Assure coordination and compatibility of hardware/software systems and perform necessary stages of research and maintenance; and
- Research rapidly changing technology using trade journals and other forms of media to provide recommendations and input for future needs.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of operations of computing equipment and related peripherals;
- Thorough knowledge of modern methods of systems analysis and testing;
- Thorough knowledge of applicable laws, rules and regulations governing the use of software, as well as the judicial and administrative interpretation related to these;
- Good knowledge of remote access to a Windows environment and related systems over local area networks;
- Ability to understand and develop logical flow charts and code programs for these flows;
- Ability to learn new technology and software programs;
- Ability to instruct others in the operations of software programs;
- Ability to establish and maintain effective working relationships with department heads, computer users, software contractors, affiliates, and members of the public requesting computer services;
- Ability to prepare oral and written reports;
- Ability to plan and coordinate projects and the activities of project teams;
- Ability to plan and supervise the work of others;
- Analytical reasoning ability;
- Good judgment, integrity and tact; and
- The employee's physical and mental condition shall be commensurate with the demands of the position.

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