

DIRECTOR OF CLIENT SERVICES

03785

(Competitive)

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for coordinating, scheduling and supervising all desktop administration, support, business analysis and helpdesk/client services activities within the Information Department. Under administrative supervision, the incumbent works directly with department administration in order to review client services and plan information technology resources. Direct supervision is exercised over a number of application services technical staff. Does related work as required.

TYPICAL WORK ACTIVITIES

Plans information technology resources as it relates to desktop administration and support, business analysis and helpdesk/client services.

Reviews proposed client services software, processes and procedures.

Develops, evaluates and coordinates business analysis services to meet client needs.

Coordinates desktop administration and support and how it relates to and is incorporated with the other functional areas of the department.

Develops and implements ongoing needs assessment of clients to identify types and contents of training.

Provides users with training in the use of computer hardware/software and related topics.

Assigns personnel to the various projects, directs their activities, and instructs directly or provides for the proper training in desktop administration and support, business analysis and helpdesk/client services.

Interacts with operation systems managers, business analysts and help desk supervisors concerning planning, workloads, and scheduling.

Maintains work standards and provides training.

Reviews and evaluates work of subordinates and periodically submits performance reports to the department head.

Assists subordinates in the solution of complex problems such as design concepts, program writing or debugging.

Provides technical assistance to subordinate Client Services Section staff.

Develops short and long-range goals and objectives.

Formulates and implements policies using independent judgment.

Provides in-depth support for specific applications.

FULL PERFORMANCE KNOWLEDGES SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of computer processing systems, principles and methods of application.

Thorough knowledge of business analysis and its implementation in information technology projects.

Good knowledge of the principles and practices of supervision.

Ability to plan and supervise the work of technical staff subordinates in a manner conducive to full performance and high moral.

Ability to establish and maintain effective working relationships with staff and officials.

Ability to express one's ideas clearly and concisely and to prepare comprehensive and detailed written and oral reports.

MINIMUM QUALIFICATIONS

OPEN COMPETITIVE:

- 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 baccalaureate degree in Computer Science or a closely related field and six (6) years of professional level client services work experience, or its part time equivalent, within the information technology field; three (3) years of which must have been in a supervisory capacity.
- B. Ten (10) years of professional level client services work experience, or its part time equivalent, within the information technology field; three (3) years of which must have been in a supervisory capacity.
- C. An equivalent combination of training and experience as defined by the limits of A and B.

4/2011 Date of Original Composition