

## **PROGRAMMING AND OPERATIONS SUPERVISOR / MH**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a high level supervisory and technical position that assumes system management responsibility for the Department of Mental Hygiene's computer network, application design, programming, and system maintenance. The incumbent works with Mental Hygiene staff to ascertain user needs and develops appropriate systems and applications to best meet those needs. The work involves responsibility for both midrange and personal computer operation along with their associated network systems. The employee performs under the administrative supervision of the Office of Computer Information Systems, and the general supervision of the Department of Mental Hygiene. Supervision is exercised over assigned personnel.

### **TYPICAL WORK ACTIVITIES:**

1. Reviews and analyzes departmental information management needs and develops or modifies systems and applications to best meet those needs;
2. Reviews products, develops bid specifications and orders equipment, software and related products;
3. Maintains product contracts and works with vendors and technical support services to develop systems and applications, and to resolve problems;
4. Oversees and participates in the installation, configuration and testing of new computer hardware and software;
5. Schedules, oversees and performs system management functions including the installation of system software and operating system updates, file maintenance and backup, hardware maintenance, and system performance and capacity review;
6. Provides support for users, including investigating, diagnosing and resolving problems associated with software and hardware;
7. Prepares reports to justify major changes or upgrades in equipment hardware or software;
8. Develops and maintains production scheduling for departmental billing and other major processing tasks;
9. Maintains departmental teleprocessing network;
10. Supervises and provides technical guidance and support to subordinate personnel;
11. Does related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of data processing principles and practices; thorough knowledge of potential uses and general limitations of electronic data processing systems; good knowledge of system design and programming as it applies to midrange computers, personal computers and networks; good knowledge of computer system management issues and practices; ability to modify or develop new data processing applications systems; ability to plan and execute projects of moderate complexity and scope; ability to research and evaluate various hardware and software products available and determine their applicability to agency needs; ability to relate knowledge to the needs of a mental health organization; ability to communicate effectively, both orally and in writing; ability to establish good working relationships with others; ability to understand complex written and oral instructions; tact; initiative; physical condition commensurate with the demands of the position.

**PROGRAMMING AND OPERATIONS SUPERVISOR / MH** (Cont'd)

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER:       (A)     Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in computer science or a closely related field AND three (3) years of work experience which required both technical and supervisory responsibilities developing and maintaining business or governmental applications (i.e. payroll, AR/AP, ledger, inventory, case management, etc.) using a standard business application programming language such as Visual Basic, in a LAN and/or WAN networking environment;
- OR:            (B)     Five (5) years of work experience as indicated in (A) above;
- OR:            (C)     An equivalent combination of training and experience as indicated in (A) and (B) above.

NOTE: Training in computer science beyond the Associate's level may be substituted for the required work experience on a year-for-year basis. However, candidates must possess at least two (2) years of the work experience described above in order to qualify.

**SPECIAL REQUIREMENT:**

Eligibility for a New York State Motor Vehicle Operator's License at time of appointment, and possession of said license at time of appointment.

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ADOPTED:   01/01/86

REVISED:   06/23/87

              07/01/91

              08/01/95