



Human Resource Department  
26 Church Street  
Lyons, New York 14489

**JOB ANNOUNCEMENT – PLEASE POST**  
2019-22

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**Title:** Information Technology Coordinator  
**Salary:** \$47,927 annually  
**Location:** Wayne County Department of Social Services (DSS)  
**Applications Accepted:** until position filled

*This position is in the competitive class, appointment will be filled on a provisional basis pending future civil service examination.*

Submit completed Civil Service Application to: Wayne County Human Resources 26 Church St. Lyons, NY 14489

**DISTINGUISHING FEATURES OF THE CLASS:** The duties of the Information Technology Coordinator involve balancing a variety of tasks from the high end to the mundane, including primary responsibility for coordinating the implementation, installation, maintenance and operation of multiple State computer network applications integral to the day-to-day operations of the Department of Social Services. The work of this individual, who must be motivated to bring the Agency forward technology-wise, involves planning of hardware and software needs to keep current, implementing State network updates and State software updates; plans, schedules and oversees the work assignments performed by Wayne County IT Department Staff, providing and coordinating training opportunities, coordinating IT team in the diagnosing and solving of State network difficulties. Work is performed under the general supervision of the Commissioner of Social Services with wide latitude given for the exercise of assigned duties and related work as required.

**TYPICAL WORK ACTIVITIES:**

- Performs functions related to Network Coordination that include but are not limited to data backup, server maintenance, user support/troubleshooting, software/hardware systems upgrades, maintaining systems integrity;
- Analyzes existing hardware/software systems and recommends needed updates/upgrades;
- Implements, monitors, troubleshoot new and ongoing 15+ State software systems;
- In conjunction with the Staff Development Coordinator assesses training needs and develops and implements needed staff training;
- Provides direction of Wayne County IT Staff Assignments and under emergency conditions, the DSS Information Systems Support Specialist as available;
- Serves as liaison between State Information technology and department staff;
- Creates and/or oversees the creation of applications to access and analyze needed data for regular and special data need requests;
- Oversees and maintains State network security and efficiency;
- Prepares and updates departmental web page(s);
- Performs other duties as required and/or assigned.

**FULL PERFORMANCE KNOWLEDGE SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Strong knowledge of the principles and practices of coordinating multiple networks including the State and Local network interface, in addition to a familiarity with Department of Social Services program areas and needs; high level of ability to interface with State and local information technology staff, program and administrative staff; working knowledge of information technology systems and needs including knowledge and skill to resolve hardware, software, server and network difficulties; strong interpersonal skills including but not limited to the ability to establish and maintain highly cooperative working relationships; strong communication skills; high level of patience, judgment, initiative, tact, resourcefulness and dependability; physical condition commensurate with the demands of the work environment.

**MINIMUM QUALIFICATIONS:**

- a) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in computer science, micro-computer technology, computer information systems, information technology or related field and one year of experience in computer operations, technical support or systems development, including installation and maintenance of computer software and hardware; or
- b) Graduation from a regionally accredited or New York State registered two year college with an Associate's Degree in computer science, micro-computer technology, computer information systems, information technology or related field and three years of experience as stated above; or
- c) Graduation from an Authorized Training Center\* with a Certificate in Networking or Software Administration and three (3) years of experience as stated above; or
- d) An equivalent combination of education, training and experience as stated in (a), (b) and (c) above.

NOTE: Education beyond the secondary level must be from a New York State Board of Regents accredited institution or one recognized as such. Degree or Certificate of completion with passing grade is required.

**Special Note:** Experience on a home personal computer may not be used as a substitute for the above mentioned experience.