PROGRAM COORDINATOR (INFORMATION TECHNOLOGY SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the administration and oversight of information systems and technology by supporting their assigned department in collaboration with the Department of Information Technology. Work includes managing IT applications and systems that support the department's business and daily operations, assisting in managing IT business projects for adaptation to departmental requirements, evaluating new technologies, developing RFP's, and administering vendor contracts and relationships. Based on the incumbent's familiarity and knowledge of departmental systems and functional requirements, considerable latitude is given for exercising independent decision-making, as incumbents maintain liaison with contractual agencies in the maintenance of systems. This class is distinguished from the lower-level Application Support Administrator by the complexity of the systems supported, and participation at a strategic level in capital planning, or managing projects in excess of $1million. Incumbents may provide supervision of staff who support the maintenance of business systems, and supervision is exercised over technical, clerical and contractual personnel. Incumbents may be required to work off shift hours or days in response to emergency situations. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Manages and monitors departmental information systems supporting the administration and operations associated with the assigned department;

Responds to emergency technology situations to ensure the integrity and effectiveness of systems at all times (24/7/365);

Develops and manages policies and systems required to ensure effective departmental operations and meet requirements as set forth by regulatory agencies and department procedures;

Administers procedures for the installation and operation of hardware and software for the department, working in collaboration with the Department of Information Technology;

Creates, prepares and presents reports to identify and visualize trends on critical metrics to assist management with statistically based decision making;

Provides technical expertise and guidance for capital planning projects and their requirements for the efficient and effective inclusion of appropriate technology;

Oversees and ensures accuracy and timely maintenance of departmental web page content and presentation;

Coordinates and ensures effective technology training and appropriate system access for department personnel;

Confers with the contracting agencies to determine the limitations and capabilities of existing systems and desired features for enhanced processing and future workloads; researches enhanced operations

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Engages in comparative research for software and hardware acquisition in collaboration with the Department of Information Technology, developing bid specifications for same and evaluating proposals;

Prepares budget forms and justification for hardware, software, support and maintenance contracts for the department's annual budget;

Participates in the RFP process and develops bid specifications as it relates to departmental technology needs;

Represents the department and their technology needs in strategic planning meetings with other County departments, agencies, vendors and contractors;

Assists with the development of the five year capital plan for information systems services;

Evaluates departmental and end-user needs to assist in prioritizing Information Technology software, hardware and service acquisitions and then coordinates the selected acquisitions to ensure they meets expectations;

Supervises technology support staff to ensure division operations are coordinated in a productive and efficient manner and align with the goals and objectives established within the department and the Department of Information Technology;

Establishes work assignments and projects for departmental IT staff and monitors progress of each to ensure adherence to the established schedule and are meeting a best practice quality control standard;

Ensures the timely and effective resolution of system issues and problems;

Maintains the ability to read, comprehend, and interpret technical literature regarding changes in technology, specific techniques and equipment, and implement those changes to maximize operational efficiency;

Prepares reports for management on the overall performance of the computer network; makes recommendations on optimizing system performance and/or enhancing functionality;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND ATTRIBUTES: Thorough knowledge of the use and principles of information systems supporting the assigned department; good knowledge of the operation and uses of personal computer networks, their capabilities and their limitations; good knowledge of the requirements of computer capabilities and their limitations; good knowledge of PC computer operations, software, and data communications applications (i.e. database applications, word processing applications, etc.); familiarity with radio and telephone communication networks; familiarity with various network management systems and tools; ability to diagnose and determine root cause for system errors or anomalies; ability to read, comprehend, and interpret technical literature regarding changes in technologies, specific techniques and equipment, as relates to the assigned department needs; ability to coordinate and plan the work of others; ability to establish and maintain effective working relationships with facility providers and equipment vendors; ability to present clear, concise, factual reports regarding technical information in both an oral and written format; tact; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and five (5) years of experience in which a primary function of the position was the installation, operation, maintenance and problem diagnosis of computer systems, two (2) years which must have been performing as a project lead or in a supervisory capacity on a technology based project.

SUBSTITUTIONS: A Bachelor's degree* in Information Technology or closely related field may be substituted for one year of the required experience. A Master's Degree* in Information Technology or a closely related field may also be substituted for one additional year of experience. There is no substitution for the two years of specialized experience.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment and maintain same while in the title.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

West. Co.   Job Class Code: C3300
J.C.: Competitive   J.G. XIII
MQT5
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Yonkers, New York 10710   Pal1221@outlook.com

Angelo Palladino

| **Experience** | 2021 – Present   Westchester County Parks   Ardsley, NY |

Program Coordinator Information Technology Systems

- System administrator for the following:
    - GolfNow EZ Suite (tee time reservations and point of sale)
    - GolfNow Web Reservation System
    - GolfNow Payments (Credit Card Processing)
    - Vermont Systems (facility, rental and activity reservation systems)
    - WebTrac (facility, rental and activity web reservation systems)
    - PayTrac (Credit Card Processing System)

- Supervise Annual and Seasonal IT Support Staff:
    - Train support staff on department applications
    - Prepare work schedules
    - Assign tasks and monitor productivity

- Provide desktop support at all Parks facilities:
    - Staff Training
    - Hardware setup
    - Software installation
    - Preventative maintenance

- Review all Department Capital Projects:
    - Review projects for IT related items
    - Assist in Planning Infrastructure Design
    - Review all hardware required for completion
    - Assist in the implementation of the project

- Install and maintain all point of sale systems for the Parks Department
- Prepare all reports based of point of sale data
- Develop and Schedule Automated Reporting
- Prepare user manuals for all staff members
- Staff Training Coordinator
- Custom report development based on departmental Applications
- Responsible for monitoring and resolving all customer related issues pertaining to departmental applications

2001 – July 2021   Westchester County Parks   Ardsley, NY

Application Support Administrator

- System administrator for the following:
    - GolfNow Gen 2016 (tee time reservations and point of sale).
    - Core Cashless (ride management and point of sale).
    - Vermont Systems (facility and camp reservation system).
    - Data Card (photo identification software).
    - Track-It! (help desk management software).
    - GolfNow web reservation system.

- Supervise Annual and Seasonal IT Support Staff:
    - Train support staff on department applications
    - Prepare work schedules
    - Assign tasks and monitor productivity

- Provide desktop support at all Parks facilities:
    - Staff Training
    - Hardware setup
    - Software installation
    - Preventative maintenance

- Install and maintain all point of sale systems for the Parks Department.
- Prepare all reports based of point of sale data.
- Prepared user manuals for all staff members.
- Custom report development (Oracle Discoverer).
- Responsible for monitoring and resolving all customer related issues pertaining to departmental applications.

2006 – April 2017   Empire City Yonkers Raceway   Yonkers, NY
Parking Operations Supervisor

- Shift Supervisor.
- Provide guests with excellent customer service.
- Handle and resolve all customer complaints and issues.
- Manage and supervise over 30 employees on a given shift.
- Team Leader and Motivator ensuring customer service was the priority for all staff members.

1998 – 2001   Westchester County Parks   Mt. Kisco, NY
Application Support Specialist

- Provide desktop support at all Parks facilities:
    - Training
    - Hardware setup
    - Software installation
    - Preventative maintenance
- Install and maintain all point of sale systems for the Parks Department.
- System administrator for the following:

- Fairway Systems (tee time reservation and point of sale).
- Data Card (photo identification software).
- Vermont Systems Rectrac (facility and camp reservation system).
- Prepare all reports based of point of sale data
- Prepared user manuals for all staff members
- Develop customized reports through Oracle Discoverer.

1994 – 1998   Westchester County Parks   Mt. Kisco, NY

Account Clerk

- Assisted in the preparation of the annual budget.
- Monthly revenue and expenditure projections.
- Perform annual audits on over 40 Parks facilities.
- Prepare weekly and monthly statistical reports.
- Prepare and process payment vouchers
- Audit daily cash reports.
- Input revenue through LGFS (Local Government Financial System).
- Aided in developing cash collecting procedures for department special events
- Monitor all department contracts

Education	1990–1994	Iona College	New Rochelle, NY

- Bachelor of Business Administration

Computer Skills   Microsoft Office Suite, Advantage Financial System, Oracle Discoverer, Microsoft Operating Systems, Progress Database Management.

References   Furnished upon request