



January 2019
Class Code: A-50
FLSA: Non-Exempt

INFORMATION TECHNOLOGY COORDINATOR

DEFINITION

Under general supervision, performs a variety of technical duties in support of the District's management information system; provides technical desktop support to users; resolves routine computer application and hardware malfunctions; purchases a variety of materials, supplies, and equipment; orders and accounts for inventory and supplies for the Information Technology Department; provides administrative assistance to the Information Technology Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the fully qualified journey-level classification is responsible for performing the full range of first level responder and administrative duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Job functions and performance are subject to provisions contained within the Personnel and Salary Resolution and Memorandum of Understanding applicable to the specified job classification. Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs technical help desk support, answers and retrieves voicemail and email messages from helpdesk phone line and email account; responds to inquiries and trouble tickets; resolves or ensures tickets are assigned to appropriate staff and are completed.
- Installs, or assists personnel in the installation and maintenance of personal computers, software, and peripheral components such as monitors, keyboards, and printers; participates in hardware and software program testing and documentation.
- Adds and sets up new users on District hardware, software, active directory, and telecommunication systems; provides new user training and ongoing support to keep all end users apprised of changes and upgrades to department computer systems and databases.
- Researches, evaluates, and purchases computer equipment and supplies; tracks license renewals; maintains inventory; tracks and receives a variety of computer systems, telecommunications equipment, and software applications supplies.

- Obtains quotes for stock and special-order items; researches availability, quality, and price of equipment, services, and consumable supplies; reviews, examines, and processes requisitions, purchase orders, and other related documents to ensure compliance with established purchasing procedures; verifies data and prepares payments; maintains purchasing related databases and files.
- Tracks budget expenses and maintains records; compiles information needed for budget preparation.
- Prepares technical information and data for generation of the Technical Project Progress reports.
- Assists in special projects and coordinating activities with other information technology and District staff.
- Performs administrative work as necessary, including preparing reports and correspondence, answering the telephone, copying and filing documents.
- Stays abreast of current trends and developments in the field of computer software programs and networking systems on a variety of hardware operating systems.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations of an information technology program.
- Computer systems including their capability and limitations.
- Principles and practices of program testing, documentation and implementation.
- Terms and concepts used in electronic data processing.
- Basic network and database principles.
- Methods and techniques of troubleshooting and resolving routine/common hardware and application problems experienced by users.
- Methods and techniques of sourcing information technology equipment and products.
- Computer and peripheral equipment maintenance methods and procedures.
- General terminology and practices of the District's procurement and purchasing processes.
- General fiscal processes as they relate to assigned duties.
- Record-keeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Monitor help desk functions.
- Install, and maintain, a variety of computer equipment and peripherals.
- Troubleshoot routine hardware and software issues; resolve and or/refer to other staff.
- Perform moderately complex and specialized clerical accounting work.
- Prepare and maintain a variety of financial records and files.
- Provide administrative support to management.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.

- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in computer operations, business or a related field; and three (3) years of experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.