

CITY OF WASCO POSITION DESCRIPTION

PERTINENT POSITION DESCRIPTION DATA		
Position Title:	Information Technology Coordinator	Department : City Manager's Office
Reports to:	City Manager	FLSA Classification : Non-Exempt
Career Ladder:		Pay Grade: 47 Approval Date: 09/18/07

POSITION SUMMARY:

The fundamental reason this classification exists to identify computer hardware and software problem areas and develops solutions. This class performs a variety of technical customer support and training duties involving the use of hardware, application software, and networks; provides both on-site and telephone support and assistance to systems and equipment end users. Perform a variety of information technology operations and support duties involving mainframe, client/server, desktop computer systems and networks, including multiple on-line systems, auxiliary consoles and peripheral equipment on electronic computer systems. Provides support to customers on various issues. Identifies, researches, and resolves technical problems and concerns of customers.

CLASS CHARACTERISTICS:

The incumbent is expected to have a broad background in information technology hardware, software, and communications protocols with well-developed analytical and diagnostic skills. The IT Coordinator works independently with customers and recommends computer or telephone hardware and software. May develop and implement special training programs, troubleshoot hardware and software problems, set up and install systems and perform some hardware maintenance.

ESSENTIAL RESPONSIBILITIES:

Provide support for all City desktop Operating Systems, including all peripheral devices

Provide support for City wide Telecommunications and Cellular Communications Including Blackberry Enterprise Server, and Good Messaging for Windows Mobile

Evaluate, make recommendations, order, prepare and install all IT Purchases

Perform all maintenance and upgrades on all Servers and network devices

Configure network switches, routers and wireless bridges

Monitor network security, and evaluate daily logs Including Virus logs, Network HTTP Traffic, Email

Flow, Spam Reports, Security Alerts

Manage, maintain and support Enterprise email system of Exchange Server, Document Imaging system with OCR, GPS Server to monitor City Vehicles, City Wide Accounting System, City Web Site, City Anti-Spam and Anti-Virus solutions, GIS software

Research, and make recommendations for continued cost-effective growth for the City's technology needs.

Operate mainframe, midrange and client/server consoles performing all operator functions

Monitor system activity using network management software and report abnormal activity

Installs and upgrades desktop hardware, software, and peripheral equipment; configures system for optimum operations

Provides a full range of assistance and help to system and equipment users in the role of help-desk expert

Trains users in operating systems, computer language, application programs, utilities, and hardware operations; assists users in applying computer training to work environment; creates technical documents and computer training for end-users

Serves as liaison between vendor, technical support, network, and departments to resolve telephone or personal computer operational problems; coordinates and implements corrective measures

Designs, installs, troubleshoots, maintains, and administers local area networks

Performs software/database needs assessment; develops, designs, programs, tests, and maintains customized micro-computer applications

Prepares and tracks telephone or computer hardware and software inventory

Perform related duties as assigned

MINIMUM QUALIFICATIONS:

Knowledge of – Principles, capabilities and operation of various computer systems, related peripheral equipment, communications devices and software systems; Job control language and computer programming documentation techniques; Operating systems and magnetic tape applications, tape management systems and job scheduling systems; Basic concepts of computer operations; Modern office procedures and equipment;

Skilled in – Initializing and operating the computer system and peripheral equipment; Monitoring and responding to equipment and system status messages, annunciators and signals; Keeping accurate logs and records, and writing brief trouble reports; Conferring with users and programmers to troubleshoot and resolve processing problems; Setting up, adjusting and performing minor maintenance to printers, tape and disk drives and related peripheral equipment; Establishing and maintaining effective working relationships with those contacted in the course of the work

Ability to - Operate and monitor computer and related peripheral equipment including tape drives, disc drives, printers and consoles; Understand and carry out technically complex oral and written instructions; Organize work and carry through established work plans to meet rigid time schedules; Establish and maintain effective working relationships with others; Communicate clearly and concisely orally and in writing

Licenses and Certificates – Certification as MCSE (Microsoft Certified Systems Engineer) or MCSA (Microsoft Certified Systems Administrator)

Physical Abilities and Work Environment – While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is constantly required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is frequently required to climb or balance, stoop, kneel, crouch, or crawl. Occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

EDUCATION AND EXPERIENCE:

Any combination of experience and education that would be likely to provide the required knowledge, skills, and abilities could be qualifying, as determined by the City. A typical way to obtain the knowledge, skills, and abilities is:

Experience – Two years of experience managing Windows Servers and clients in a networking environment

Education - Graduation from high school with additional college level classes in computer science preferred.

ACKNOWLEDGEMENT

A review of this position has excluded the marginal functions of the position that are incidental to the performance of essential job duties. The duties and responsibilities are essential job responsibilities and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the knowledge, skills and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels required for this position.

I acknowledge that I have received a copy this position description

Print Name

Signature

Date