

## **SENIOR INFORMATION TECHNOLOGY DEPARTMENT COORDINATOR**

### **DEFINITION**

Under general supervision, coordinates and participates in the enhancement, modification, maintenance and use of complex specialized department or countywide system (e.g. FAMIS, BPREP, Property system); provides lead direction to staff including planning, assigning and reviewing the work of staff who assist with computer system functions on a day-to-day or project basis; reviews and interprets County, State and Federal regulations and policies, determines impact of regulations on assigned systems, evaluates alternatives, and develops changes to assigned systems to ensure compliance with applicable regulations; identifies appropriate software and systems to meet department needs; may perform related work as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This classification has responsibility for coordinating and participating in the development, modification, installation and operation of a complex specialized department/countywide computer system and is assigned responsibility for providing lead direction to professional and support staff who assist in the operation and maintenance of the department's computer system(s). The incumbent must work effectively with Information Services, outside vendors and other county departments to ensure proper functioning, operations and terminology of the department to which assigned, the ability to interpret regulations and policies which affect the assigned system, and to develop and test modifications to ensure adherence to those regulations. This class is distinguished from Department Systems Analyst in that the latter is a professional information systems specialist, with extensive technical knowledge of complex computer systems and applications. This class is distinguished from the Supervising Information Technology Department Coordinator in that the latter is the first full supervisory level in the series.

### **EXAMPLES OF DUTIES (Illustrative Only)**

- Provides lead direction, training and work review to staff on a day-to-day or project basis.
- Plans, schedules and assigns work to accomplish departmental projects and objectives; sets priorities and reviews completion of assigned work.
- Provides input into performance evaluations and disciplinary matters.
- Interprets County, State and Federal regulations to determine impact on assigned system functions; works with Information Services to develop system modifications to ensure compliance with regulations.
- Coordinates system enhancements and modifications with Information Services, vendors and other county departments for countywide systems, which directly affect the department's ability to provide services (e.g. Property system, FAMIS, BPREP).
- Identifies new applications and enhancements to increase the effectiveness and efficiency of departmental and/or County operations; develops and coordinates implementation of modifications with Information Services personnel.
- Serves as the focal point for systems development within the assigned department; assists in the classification of user needs and coordinates department resources for large projects.
- Assists users of a department's computer system to sign on to the system and call up application programs.
- Identifies hardware problems; coordinates repair with Information Services or vendor when needed.
- Provides operational assistance required by users of departmental applications; instructs others in the use of generic PC programs and in the use of department-specific software.

- Serves as the department expert in developing and producing standard and ad-hoc reports from departmental systems.
- Reviews and evaluates hardware and software options for departmental purchase and use; recommends selection of systems and assists with installation.
- Performs daily system support functions such as adding and removing terminals, adding and removing user profiles and security provisions and re-allocating disk space.
- Performs daily, weekly and monthly backup of files and system software; formats main disks and loads software updates.

Senior Information Technology Department Coordinator  
Page Two

### **EXAMPLES OF DUTIES (Illustrative Only) cont'd**

- Performs varied, complex administrative analyses and support work in the department as required.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Functions, operations, format, terminology and goals of the department to which assigned.
- Basic supervisory principles and practices including work planning and review.
- Computer hardware, applications software, and LAN software utilized by the department to which assigned.
- Principles and methods of systems and procedures analysis.
- Data processing principles, techniques and capabilities.
- Principles and methods of statistical reporting.
- Principles and techniques of technical writing.
- Standard office methods, including recordkeeping, storage and retrieval.

#### **Skill in:**

- Planning, organizing, directing and reviewing the work of professional and support staff.
- Organizing work, setting priorities, and using initiative and sound independent judgment within established guidelines.
- Analyzing complex technical and administrative problems, evaluating alternative solutions and recommending and implementing effective courses of action.
- Conducting systems analysis and feasibility studies.
- Training user staff in the use of data processing methods and equipment.
- Preparing clear and concise reports, documentation and other written materials.
- Exercising sound independent judgment within general policy and procedural guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Performing financial analyses of data processing applications and budgeting for such applications.

#### **Education and Experience:**

Equivalent to graduation from a four-year college or university with major coursework in computer science or a field closely related to the department to which assigned, and three years of experience in the installation, development, operation and/or maintenance of computer systems. Additional experience may be substituted for education on a year for year basis.

**Note:** The above qualifications are a typically accepted way of obtaining the required knowledge and skills.