#3176

County of El Dorado

April 1999

INFORMATION TECHNOLOGY DEPARTMENT COORDINATOR

DEFINITION

Under general supervision, coordinates and participates in the enhancement, modification, maintenance and use of a complex specialized department or countywide system (e.g. FAMIS, BPREP, Property system); 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.

DISTINGUISHINGUnder general direction, coordinates and directs the day-to-day operations of information technology systems within an assigned department; works with management to determine departmental specific technology needs; works collaboratively with the Information Technology Department and third party vendors in the acquisition, design, development, and implementation of department systems; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is an experienced level class, assigned responsibility for coordinating and participating in the development, modification, installation, and operation of complex department or countywidetechnology systems, which significantly affect Countysupport the department's operations. Incumbents in this class are responsible for interpreting regulations and policies, which affect the assigned system, and for developing and testing modifications to ensure adherence to those regulations. Incumbents must work effectively with the County's Information ServicesTechnology Department, outside vendors, and other countyCounty departments to ensure proper functioning of these systems. In addition, incumbents may be assigned responsibility for the daily operation of department systems, servers and software, and for providing user training. Successful performance of the work requires a detailed knowledge of the function, operations and terminology of the department to which assigned. This class is distinguished from Sr. Information Technology Department Coordinator in that the latter is assigned lead direction or limited supervisory responsibilities in addition to complex department systems functions. , and software, and for providing user training.

This class is distinguished from the Senior Information Technology Department Coordinator in that the latter class is assigned direct supervisory responsibilities over assigned staff.

EXAMPLES OF ~~DUTIES~~TYPICAL JOB FUNCTIONS (Illustrative Only)

➢ Coordinates and directs the day-to-day operations of information technology systems within an assigned department.

➢ Serves as the focal point for systems development within the assigned department; works with management to identify and plan departmental technology needs.

➢ Serves as first or second level responder to department staff technology issues; troubleshoots hardware and software to resolve and/or refers to Information Technology Department or external vendors.

➢ Collaborates with the Information Technology Department and vendors to design, develop, and implement new or modified department technology, or Countywide technology which impacts department operations; coordinates department resources for large projects.

• ➢ Interprets County, ~~State~~state, and ~~Federal~~federal regulations to determine impact on assigned system functions; works with the Information ~~Services~~Technology Department and others 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 to call up application programs.~~

• ~~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.

➢ Participates in the development of policies and procedures with regard to department system operations; monitors staff work to ensure compliance with same.

➢ Designs and develops new standard and web-based applications, or modifies existing applications; tasks include, but are not limited to, business logic, database design, programming, and impact analysis; prepares end user documentation; coordinates development and implementation tasks with impacted departments; performs ongoing application update and maintenance tasks.

• ➢ Performs ~~daily~~ system ~~support~~administration functions such as setting user permissions, and adding and removing ~~terminals, adding and removing user profiles and~~ users; updates security provisions ~~and reallocating disk space.~~; and database and application maintenance/updates.

➢ ~~Identifies hardware problems; coordinates repair with~~ Schedules, prepares for, and delivers training sessions for staff on specialized applications; provides refresher training for current users on the impact of any new or upgraded systems.

➢ Serves as the department expert in developing, modifying, and producing standard and ad-hoc reports from specialized systems; receives requests for report generation; identifies and manages required data within the system; runs reports and identifies/resolves error statements; extracts data and exports to prescribed formats for functional and operational purposes; creates and maintains departmental electronic forms and form macros.

• Works with the Information ~~Services or vendor when needed.~~

- ➢ ~~Performs~~ Technology Department or software vendors to load monthly updates; coordinates system testing; performs daily, weekly, and monthly backup of files and system software; formats main disks ~~and loads software updates.~~ .
- ~~Performs varied, complex administrative analyses and support work in the department as required.~~
- ~~May be assigned other department functions, which are within a classification previously held by the employee.~~
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- ➢ ~~Performs other~~ Maintains departmental technology personal computers, laptops, tablets, and related devices inventory; determines when the equipment no longer meets the department's needs and disposes of surplus equipment through the County's process.
- ➢ Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- ➢ ~~Functions,~~ Technology operations~~, format, terminology~~ and ~~goals of the~~ services within assigned department ~~to which assigned.~~ .
- ➢ ~~Computer~~ Principles and practices of troubleshooting, diagnosing, and resolving hardware~~,~~ and software issues.
- ➢ Procedures necessary to maintain the integrity and security of data in networked systems.
- ➢ A variety of programming languages for supported applications ~~software, and LAN software utilized by the department to which assigned.~~ .
- ➢ ~~Principles~~ Applicable federal, state, and ~~methods of systems~~ local laws, regulatory codes, ordinances, and procedures ~~analysis.~~ relevant to assigned area of responsibility.
- o ~~Data processing principles, techniques and capabilities.~~
- ➢ Principles and ~~methods~~ practices of statistical reporting.
- ➢ Principles and practices of developing technology user documentation.
- ➢ Methods and techniques of developing, implementing and supporting applications including needs assessments, database administration, programming, testing, implementation, and ongoing maintenance.
- ➢ Methods and techniques of ~~technical writing.~~ providing training to end users.
- ➢ ~~Standard office methods, including~~ Principles and practices of complex recordkeeping, ~~storage~~ and ~~retrieval~~ documentation.

~~Skill in:~~

- ➢ ~~Analyzing, evaluating and developing~~ Business mathematics.
- ➢ Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- ➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County 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.
- ➢ Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- ~~o~~ ➢ Analyze, evaluate, and work with others to develop complex systems and procedures for ~~data processing applications within a specific department or function~~departmental technology services.
- ➢ ~~Conducting~~Coordinate departmental technology services with the Information Technology Department and vendors.
- ➢ Work strategically with management to identify technology needs.
- ➢ Analyze complex technical and administrative problems and recommend solutions.
- ~~o~~ ➢ Conduct systems ~~analysis~~/software analyses and feasibility studies and provide recommendations on modifications or new development.
- ➢ ~~Training~~Determine the need for higher level technical repair and maintenance services; work with Information Technology Department or external vendors to expedite resolution.
- ~~o~~ ➢ Train user staff in the use of ~~data processing~~technology methods and equipment.
- ➢ ~~Preparing~~Troubleshoot and diagnose desktop hardware and software issues.
- ➢ Develop or modify department database applications.
- ➢ Create customized reports for department specific operations.
- ~~o~~ ➢ Prepare clear and concise reports, documentation, and other written ~~materials~~material.
- ➢ ~~Exercising sound~~Analyze and develop systems and procedures for the use of department applications.
- ➢ Understand and follow oral and written directions.
- ➢ Maintain accurate records and files.
- ➢ Demonstrate effective customer service skills.
- ➢ Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- ➢ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- ➢ Effectively use computer systems, software applications, 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.
- ~~o~~ ➢ Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- ~~o~~ ➢ ~~Establishing and maintaining~~Establish, maintain, and foster positive and effective working relationships with those contacted in the course of ~~the~~ work.
- ~~o~~ ~~Performing financial analyses of data processing applications and budgeting for such applications.~~

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to ~~graduation~~a bachelor's degree from ~~a~~an accredited four-year college or university with major ~~coursework~~coursework in information technology management, computer science, public or business administration, or a ~~field closely~~ related ~~to the department to which assigned~~field, and ~~two~~three (3) years of ~~experience~~increasingly responsible experience providing professional-level support to an information technology program.

Licenses and Certifications:

- ➢ Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in ~~the installation, development, operation and/or maintenance of~~an office setting; use standard office equipment, including a computer ~~systems. Additional experience may be substituted~~; some positions may be required to operate a motor vehicle; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently 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 frequently bend, stoop, kneel, and reach to perform assigned duties, as well as 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, with the use of proper equipment. Reasonable accommodations will be made for ~~the education~~individuals on a ~~year for year~~case-by-case basis.

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

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed.