SUPERVISING INFORMATION TECHNOLOGY DEPARTMENT COORDINATOR

DEFINITION

Under direction, supervises assigned staff who assist with departmental computer system operations and maintenance; coordinates and participates in the enhancement, modification, maintenance and use of 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; may perform related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory level in the Information Technology Department Coordinator series. 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 direct supervision 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 Senior Information Department Coordinator in that this position is a full supervisory position.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides supervision, work review and evaluation to assigned staff; plans, organizes and assigns work, sets priorities and follows up as required.
- Participates in the hiring of assigned staff, recommending selection for management approval.
- Trains assigned staff in County procedures and specific departmental and unit policies and procedures; promotes achievement of Countywide program and policy objectives.
- Evaluates employee performance, counsels employees and effectively recommends initial disciplinary action and other personnel decisions.
- Plans, schedules and assigns work to accomplish departmental projects and objectives; sets priorities and reviews completion of assigned work.
- 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.

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EXAMPLES OF DUTIES (Illustrative Only) cont'd

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

QUALIFICATIONS

Knowledge of:

o Functions, operations, format, terminology and goals of the department to which assigned.
o Supervisory principles and practices including work planning and scheduling, work review and evaluation, employee training and discipline, and team dynamics and team building.
o Computer hardware, applications software, and LAN software utilized by the department to which assigned.
o Principles and methods of systems and procedures analysis.
o Data processing principles, techniques and capabilities.
o Principles and methods of statistical reporting.
o Principles and techniques of technical writing.
o Standard office methods, including recordkeeping, storage and retrieval.

Skill in:

o Planning, organizing, coordinating, directing and reviewing the work of assigned staff.
o Selecting, motivating and evaluating staff and providing for their training and development.
o Promoting and maintaining a team environment.
o Organizing work, setting priorities, and using initiative and sound independent judgment within established guidelines.
o Analyzing complex technical and administrative problems, evaluating alternative solutions and recommending and implementing effective courses of action.
o Conducting systems analysis and feasibility studies.
o Training user staff in the use of data processing methods and equipment.
o Preparing clear and concise reports, documentation and other written materials.
o Exercising sound independent judgment within general policy and procedural guidelines.
o Establishing and maintaining 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:

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. Experience in providing work direction and review to professional and support staff is desirable.

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