COUNTY OF SOLANO
CLASS SPECIFICATION
INFORMATION TECHNOLOGY COORDINATOR

CLASS SUMMARY:

Supervises, organizes, oversees and plans the operations of the Library's Information Technology division and the technology infrastructure of the department, including systems development and maintenance, data processing, project management, local/wide area network and related infrastructure development and administration, office automation, and associated technical services support; serves as the division's highest level subject matter expert and the lead to accomplish strategic objectives; performs complex computer systems and database administration; coordinates assigned activities with other divisions, departments, and outside agencies; serves as an adjunct member of the department's management team; and provides highly responsible and complex administrative support to the Library's executive management team. Oversees and administers the operations, functions and performance of systems for the integrated library consortium, coordinating technical activities among the partner libraries, city agencies, system vendors and contractors; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

This is single position class has responsibility for the development, implementation, administration, and maintenance of complex, multi-jurisdictional technology systems, requiring strategic leadership and unique subject matter expertise. The incumbent is responsible for overseeing and coordinating projects with executive level staff and multiple stakeholder groups, and directing the work of and providing technical expertise to division and consortia staff. Successful completion of the work requires initiative, independent judgment, knowledge of the available technologies, familiarity with the needs of and resources available to public library systems, and the ability to carry out established goals.

This class is distinguished from the:

- **Deputy Director of Library Services** in that the latter has responsibility for providing leadership and strategic direction for multiple divisions.

SUPERVISION RECEIVED AND EXERCISED:

- Receives administrative direction from assigned executive level staff.

- Provides supervision to technical and support staff.

ESSENTIAL DUTIES: *This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.*

- Assumes responsibility for overseeing services, programs, initiatives, and activities of the Library Information Technology Division, including systems and applications development and maintenance, telecommunications, data processing, project management, local/wide area network and infrastructure development and administration, office automation, and associated technical support.

- Works closely with the Library and integrated library consortium executive board and its committees in the development, planning and implementation of established goals and objectives.

- Coordinates activities with other programs, divisions, departments, consortia, local, regional, state and federal agencies.

- Oversees, supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals; coordinates recruitment, interviewing, and hiring of staff; provides orientation and technical, hardware/software-specific training to staff; coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; confers with assigned staff, assists with complex/problem situations, and provides technical expertise.

- Monitors trends, workflow systems and processes and evaluates new products to assist the Library in achieving service goals. Recommends acquisitions and processes regarding new technologies, system modifications and upgrades; monitors performance outcomes; and ensure administration of all appropriate regulations.

- Develops, reviews and implements operational and functional standards within the Library's Information Technology Division.

- Develops the Information Technology Division's budget; authorizes and monitors expenditures; authorizes purchasing and payment of bills within established policies and/or rules; controls inventory and disposal of equipment.

- Participates in the development, implementation, and administration of the goals, objectives, policies and priorities for the Library's Information Technology Division.

- Serves as project manager on assigned projects; ensures the projects, services, and operations are completed within the scope, schedule, and budget and that all objectives are successfully met.

- Acts as liaison to other County departments; meets with stakeholder groups to determine requirements, prepare proposals, discuss alternatives and determine cost of systems development and enhancement projects; evaluates and interacts with vendors and consultants.

- Reviews, selects and participates in the implementation of software; conducts ongoing evaluation of current systems for applicability, efficiency and frequency of usage; directs replacement of or modification to existing systems; identifies necessary changes and develops proposal for implementation.

- Plans, coordinates and participates in systems analysis, manages and maintains databases; develops and/or participates in the development of new/changed systems; oversees systems operations.

- Works with consultants and vendors to improve system operations, utilize appropriate hardware, and maintain the integrity of networks and applications.

- Resolves difficult and complex technology issues through effective utilization of department technical staff and use of vendor contracts.

- Maintains an awareness of new technology, products, trends, and advances in the profession; reads professional literature; attends workshops and training sessions as appropriate.

- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

Education: Equivalent to a Bachelor's degree from an accredited college or university, preferably in information technology field.

Experience: Six (6) years of information technology experience involving information systems management, network systems administration, hardware/software maintenance, technical training/support experience including at least two years lead or supervisory experience.

Note: Additional relevant technical experience may substitute on a year-for-year basis for the education requirement.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants may be required to possess a valid California Driver's License, Class C.

Note: All licenses, certificates and registrations must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:
- Operations, services and activities of a comprehensive information systems program.

- Principles and techniques of automated information systems procedures, analysis, and design.

- Technology available for an integrated library consortium and familiarity with the needs of and resources available to public library systems.

- Concepts, principles, practices and operational characteristics of emerging technologies in assigned area of responsibility.

- Principles and practices of project management, system testing, analysis and security administration.

- User training methods and techniques.

- Computerized information systems utilized by the assigned department; software programs typically used in the position; programming and procedure languages and tools to modify or

reprogram systems. Mainframe and microcomputer systems and their application. Operational characteristics of multiple operating systems, platforms and environments.

- Computer languages and program coding.
- Operational characteristics and capabilities of local and wide area network equipment, and wireless network design and installation, hardware/software vendors and products.

Database development and administration including security techniques, data backup, recovery, and maintenance procedures.

- Public administration, including program planning and evaluation.

- Methods and techniques of evaluating client information technology requirements, computer systems hardware and software.

- Public administration, including program planning and evaluation.

- Principles of employee supervision and personnel management, including training and disciplining of personnel.

- Components of automated accounting systems.

- Principles and practices of budget preparation and administration.

- Pertinent federal, state and local laws, codes and regulations.

Skills and/or Ability to:

- Operate computer hardware/software systems, telecommunications systems, basic office equipment, and integrated library systems.

- Utilize software programs typically utilized in the position.

- Drive a motor vehicle.

- Oversee and participate in the management of library information systems programs.

- Understand, interpret and explain regulations, policies and procedures governing information technology operations; interpret political and administrative direction and incorporate into operational policy and procedure.

- Perform a variety of technical and specialized tasks/functions in an independent, competent, and timely manner; conduct and integrate assigned functions/activities in a cohesive and effective service delivery system.

- Identify and analyze administrative problems, and develop and implement operational changes.

- Operate a variety of usual/specialized software programs at a level sufficient for successful job performance.

- Oversee and supervise the work of others engaged in technical projects/activities; plan, supervise, instruct, train, and direct the work of subordinates; effectively delegate responsibility and authority; determine and evaluate levels of achievement and performance of others; secure cooperation and teamwork among departmental staff and other departments or contractors.

- Plan, organize, schedule, and prioritize daily assignments and work activities.

- Understand, interpret and explain regulations, policies and procedures governing information technology operations; interpret political and administrative direction and incorporate into operational policy and procedure.

- Identify and analyze administrative problems, and develop and implement operational changes.

- Investigate proposals for new systems or modifications, and prepare feasibility reports and time and labor estimates; coordinate and control the development and implementation of major technology and telecommunications projects.

- Collect and analyze data to establish and identify needs and evaluate program effectiveness.

- Develop division goals and objectives; prepare budgets, and narrative and statistical reports.

- Understand and analyze expenditure reports.

- Perform required mathematical calculations.

- Maintain confidentiality of records and information per pertinent laws/regulations.

- Research regulations, procedures and/or technical reference materials.

- Communicate clearly and concisely, both orally and in writing; compose correspondence independently.

- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work, including those who have objectives counter to assigned role.

PHYSICAL REQUIREMENTS:

- Mobility and Dexterity: Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.

- Lifting, Carrying, Pushing and Pulling -- Light Work: Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

- Vision: Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer

terminal, read, etc. Positions in this class also may require employees to have depth perception in order to operate a motor vehicle.

- Hearing/Talking: Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- Office Work: Employees in this class will most often be working in an office setting.
- Traffic Hazards: Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- Disruptive/Confrontational Human Contacts: Employees in this class may be subject to disruptive and confrontational people.

OTHER REQUIREMENTS:

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.

- Independent Travel: Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.

- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call and after normal business hours.

CLASS HISTORY AND CLASS INFORMATION:

- Date Approved by the Civil Service Commission: December 2017
- Date Adopted by the Board of Supervisors: December 2017
- Date(s) Revised: Date(s) August 2017