COUNTY OF SOLANO

INFORMATION TECHNOLOGY COORDINATOR

DEFINITION

Supervises, organizes, and manages the automation division of the assigned department, to include analyzing and recommending operational improvements, monitoring/troubleshooting computer/network systems, and supervising and participating in technical support and training for all automated systems.

CLASS CHARACTERISTICS

This is a first-level, working supervisor position that oversees technology infrastructure of a department. The incumbent is responsible for high-level technical support, supervision and computer systems and network administration. The employee carries out necessary activities without direction except as new or unusual circumstances arise. Judgment is required both in interpreting established policies, goals, and objectives, and in applying concepts, plans, and strategies which may deviate from traditional methods and practices.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management level staff.

Provides supervision to technical and support staff.

EXAMPLES OF DUTIES - *Duties may include but are not limited to the following:*

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.

Evaluates, analyzes, and manages the department's information system infrastructure.

Analyzes work and data flow to increase effectiveness and efficiency of automation staff and computer systems; ensures optimal performance from staff and systems.

Provides technical advice to management for determining the impact of changes/advancements in technology on the operations of the department and its computer systems; recommends best course of action to deal with such changes.

Serves as project manager or team leader for development of new and/or revised software, hardware, and computer systems.

Monitors, plans, prioritizes, and supervises the installation, upgrade, and maintenance of multi-faceted data systems, software, and peripherals.

Schedules and prioritizes maintenance of database, network, and server systems; coordinates and advises system users, departments, and outside agencies on required system downtime.

Analyzes, researches, recommends, and proposes changes to database systems, network infrastructure, servers, software, and desktop computer systems.

Maintains, reviews, revises, and creates hardware/software documentation for vendor-supplied hardware, software, and procedures for users and assigned staff.

Evaluates, researches, and monitors the equipment usage and department requirements; recommends purchase and distribution of resources.

Provides higher level technical support to management, users, and possible partners.

Performs system administration duties for system servers; monitors, creates, reviews, edits, and repairs user profiles, applications, security settings, file maintenance, and web/e-mail programs on these servers.

Identifies, evaluates, troubleshoots, and resolves problems with personal computers, monitors, printers, disk drives, scanners, cables, connectors, and other peripherals; removes and replaces defective components; performs routine maintenance on all computer equipment.

Troubleshoots telecommunication and computer network problems; analyzes problems using software utilities; reports problems to service providers; works with service providers and monitors progress through solution.

Serves as liaison between the department and contractors involved in upgrades to the information system infrastructure; researches, recommends, supervises, and evaluates work performed by contractors.

Manages, troubleshoots, researches, and recommends upgrades to the department's wide area network (WAN) and local area network (LAN).

Manages the department's inventory of computer assets, software, telecommunications equipment, and network equipment; manages, coordinates, and approves ordering of supplies for the assigned division/department; supervises distribution of supplies.

Prepares, receives, completes, processes, and maintains a variety of forms, reports, correspondence, logs, and records; compiles, composes, proofreads, and edits documentation for content and accuracy.

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

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Policies, procedures, and activities of the County and departmental practices as they pertain to the performance of duties; agency goals and purposes; terminology, principles, and methods utilized within the department.

Principles and techniques of automated information entry, storage, and retrieval.

Current trends in the field of information technology systems.

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.

Uses, capabilities, and limitations of standard and usual computer hardware, applications software, and local area network software.

Local area network (LAN) and wide area network (WAN) network hardware/software vendors and products.

Systems and procedures analysis.

Computer hardware/software error research and correction alternatives.

Database security techniques; data backup, recovery, and maintenance procedures.

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

Skills to:

Operate computer hardware/software systems, telecommunications systems, and basic office equipment; utilize software programs typically utilized in the position.

Drive a motor vehicle.

Ability to:

Comprehend, interpret, explain, and apply a variety of laws, regulations, policies, and procedures governing operations and processes of the assigned department's data systems.

Understand and interpret program objectives in relation to departmental goals and processes.

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.

Evaluate office automation requirements and make appropriate recommendations.

Design, write, and modify programs for efficient business application; identify and take corrective action to solve problems in programs.

Write instructions and procedures; prepare systems/programming documentation.

Design, present, and evaluating training activities.

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

Supervise and lead 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.

Make decisions and recommendations, use independent judgment, and work with little direct supervision as situations warrant.

Collect and analyze data to identify needs/problems, evaluate program/system effectiveness, research and analyze alternative solutions, draw logical conclusions, and recommend/implement most appropriate actions to be taken.

Establish and maintain designated documentation and records in an accurate, timely manner.

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.

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.

Experience and Education/Training

Experience:

Five (5) years of full time work experience involving information systems management, network systems administration, hardware/software maintenance, technical training/support, and supervision.

Education/Training:

Bachelor's degree is required from an accredited college or university in Management Information Systems, Computer Science, or a related field.

SPECIAL REQUIREMENTS

Possession of a valid Class C California Driver's License is required.

SUPPLEMENTAL INFORMATION

Independent travel is required.

Incumbents may be required to work outside normal business hours.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds); may occasionally involve moderately heavy objects and materials (20-50 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Director of Human Resources

Established Date: November, 1998
Revised Date: June, 2002
BOS Date: June 30, 2003

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