

CITY OF COVINA

INFORMATION TECHNOLOGY COORDINATOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under the direction of the Information Technology (IT) Services Manager, coordinates and performs a variety of work activities and duties relative to the operations of Information Technology Division within the City. Assists with hardware and software, research, analysis, recommendations, documentation, implementation, contracts, and maintenance of computer, network, and telecommunications. Stays abreast of current and future computing needs of the City.

DISTINGUISHING CHARACTERISTICS:

The **Information Technology Coordinator** is a mid-management level classification responsible for supporting and maintaining all City IT (Information Technology) operations.

SUPERVISION EXERCISED:

Receives general supervision from the Information Technology Manager but may exercise technical supervision over project staff. However, incumbents in this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs technical work in the installation, testing, maintenance and administration of the City's computer networks; troubleshoots software and hardware on both servers and desktops.
- Assist with hardware and software research, analysis, recommendations, documentation, implementation, contracts, maintenance and general support; assist with project design and implementation.
- Participate in the development of policies and procedures regarding computer use; recommend programs, projects, and systems to higher-level management personnel; develop standard security and back-up procedures.
- Assist in the training of City employees in the use of computers; ensure adherence to proper work methods, procedures and practices; make recommendations to higher-level staff.
- Maintain all computer equipment, which may include installing new hardware equipment

and repairing systems; install new software and instruct users.

- Participate in project and planning meetings pertinent to IT needs; research and understand needs of the projected users; develop and implement systems to address identified needs.
- Maintain appropriate work records and documents including service requests; prepare statistical and/or analytical reports as necessary.
- Coordinate IT activities with other departments; provide information and resources as necessary.
- Attend and participate in professional and department meetings as necessary; stay current on issues and improvements in the field of information technology; implement improvements as is appropriate.
- Perform other related duties as required.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near and far vision in written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper, documents and equipment weighing more than 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS:

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an Information Technology Coordinator. A typical way of obtaining the required qualifications is to possess the equivalent of three years of directly related experience in information technology. A bachelor's degree in Computer Information Systems or a related field is required. Working knowledge of a large network environment and MCSE (Microsoft Certified Systems Engineer) certification are strongly desirable.

License/Certificate:

Possession of a valid, Class "C" California driver's license.

Possession of a Bachelor's degree in Computer Information Systems.

KNOWLEDGE/ABILITIES/SKILLS:

Knowledge of:

Computer related terminology and the concepts for research, analysis, design, implementation and support for computer hardware and software.
Operations and standard operating procedures of an information systems program.
Principles and practices of information technology and systems management.
Computer networking, security, repair and maintenance.
Applicable Federal, State, and local laws, codes and regulations.
Operational characteristics of computer related standard equipment.
Methods and techniques for basic report preparation and writing.

Ability to:

Courteously respond to organizational issues, concerns and needs.
Coordinate the operations and activities of the information technology systems.
Seek new solutions and approaches to systems requirements.
Maintain and repair computer hardware, software and peripheral equipment.
Assess and define user needs for the City's hardware and software requirements.
Install and update application software and local area networks.
Organize, prioritize and follow-up on work assignments.
Work independently and as part of a team.
Analyze issues and develop and implement an appropriate response.
Communicate clearly and concisely, both orally and in writing.
Identify and quickly respond to and solve complex computer system malfunctions.
Develop instructions and conduct staff training in operation of hardware and software.
Perform diagnostic testing to identify and remedy hardware/software malfunctions.
Prepare and maintain all systems and user documentation.
Design and install computer and telecommunications network systems.
Establish and maintain effective working relationships.

Skill to:

Operate a motor vehicle on City streets.
Operate tools needed for the repair of computer hardware and software
Operate an office computer and Microsoft Office Applications