

Information Technology Coordinator



Position Description

Status

Full-Time, Nonexempt

Compensation

B23

Bargaining Unit

GELC – General Unit

Reports to

Information Technology Manager

Supervises

None

Position Category

Coordinator

Summary

Work in a team environment for technical support and service functions. Responsible for installation of computer equipment, software, and client network software; troubleshooting and repair of computer hardware; support for and of telecommunications equipment; and support for network management. Maintains a high standard of customer service philosophy and responsiveness to meet the technology needs of Allegan County.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Performs all of the duties of an Information Technology Specialist in addition to the following responsibilities.
2. Serve as a team leader for technology-based projects working cooperatively on a peer level with the other technical staff. Assists in the planning and organization of projects and support processes.
3. Coordinates the scheduling of daily computer related technical support. Makes assignments to other computer technicians based on expertise and workload.
4. Under the direction of the Information Technology Manager, creates and manages user accounts and system security as well as configuring other network resources.
5. Reports on status of current projects, help-desk calls, and other departmental statistics.
6. Provides next level support to the Information Technology Specialists in an effort to complete requests for services. After his/her own attempt to complete a request for service or assist another technician in completing a request for service, the Coordinator escalates the request to the department's management team.
7. Assists in the research, development, and implementation of new technologies.

8. Works with technical staff to assess the need for equipment, materials, and supplies required to perform departmental functions or improve performance in accordance with departmental goals. With appropriate approval, executes the steps to acquire such materials including but not limited to product research, order processing, and invoice reconciliation.
9. Responsible for maintaining proper inventory and asset management of computing equipment.
10. Coordinates the creation and maintenance of departmental documentation such as inventories, repair records, equipment records, etc.
11. In the absence and inaccessibility of direct supervisors, makes day-to-day decisions to ensure that all systems and department processes remain operational and effective.

Competencies

Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position does not have direct supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

Travel

Travel is required to access County buildings and other locations for training purposes.

Required Education and Experience

1. Associate's Degree in computer sciences or related fields.

2. Three (3) years of technical computing experience.
3. One (1) year of experience of medium to large networks in multiple buildings connected via fiber.
4. CompTIA Network+ certification or equivalent networking focused training.
5. Microsoft Certified Professional certification.
- 6.

Preferred Education and Experience

1. Cisco Certified Network Associate (CCNA).
2. MSCA (Microsoft Certified Solutions Associate) within two current versions of server operating systems.

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____