

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: DEPARTMENT TECHNOLOGY COORDINATOR
DEPARTMENT: VARIES
REPORTS TO: VARIES
CIVIL SERVICE: YES

CLASS CODE: 0090
FLSA STATUS: N
DATE: 7/07
BARGAINING UNIT: SEIU

JOB SUMMARY:

Under direction, coordinates and performs information technology and administrative support work emphasizing the maintenance and general administration of specialized computer programs and systems within an assigned County department; supports departmental functions by coordinating the procurement, installation, modification, and maintenance of departmental hardware and software systems; troubleshoots and researches technical system and application problems and coordinates their resolution; serves as the departmental liaison to hardware and software vendors; prepares documentation of methods and instructions; and provides technical user support for department staff pertaining to assigned programs and systems.

DISTINGUISHING CHARACTERISTICS:

This is a departmental technical coordinator class. Positions may be allocated in County departments that independently maintain and administer a specialized computer application and/or system that is not routinely supported by the County's central Information Technology Division. Incumbents serve as the primary departmental technology coordinator and liaison, performing skilled information systems technical support work while also applying an advanced understanding of the specialized programs and administrative needs within the assigned department. Incumbents work under the direction of a department manager, working toward a definite objective that requires use of a wide range of procedures and with only occasional instruction or assistance when new or unusual situations arise. Preponderant duties emphasize support for the procurement, installation, modification and maintenance of departmental systems, but incumbents may also perform advanced administrative technical duties pertaining to technical reporting, data compilation and other areas.

This class can be distinguished from the lower-level class of Departmental Technology Assistant because an incumbent in the latter class provides routine technology support within an assigned department, but does not have overall responsibility for coordinating departmental activities pertaining to the planning, development, modification and maintenance of the department's specialized computer hardware and/or application system(s).

This classification is comparable in responsibility, complexity and scope of duties to Merit Systems' Information Systems Coordinator II.

SUPERVISION EXERCISED:

Incumbents in this class do not directly supervise other employees, but may serve as a lead worker over subordinate clerical or technical administrative staff on an ongoing, project or assignment basis.

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

- Serves as the primary liaison for specialized computer technology activities within an assigned department; coordinates and performs the technical aspects of departmental information systems planning, development and maintenance.
- Provides primary support and administration for one or more specialized departmental systems and/or applications; adds and removes users; sets up and changes passwords; monitors system resources and availability; monitors and oversees system security measures.
- Installs hardware and software; ensures timely and appropriate installation of system upgrades.
- Performs application and system backups; plans, recommends and implements disaster recovery procedures.
- Recommends the acquisition or retirement of systems based on department needs; communicates with vendors regarding software and hardware costs and availability.
- Troubleshoots, researches and resolves computer application and system performance, integrity, security, access and other issues/problems within technical parameters; coordinates complex system problems with outside vendors and/or Information Technology Division staff.
- Provides consultative technical support to department staff regarding their business needs; communicates with staff regarding system deficiencies and/or enhancement goals; assists with the identification of needs, desired outcomes and process adjustments; communicates with vendors regarding the feasibility and cost of such modifications; coordinates the implementation of approved changes.
- Reads and interprets computer printouts, reports and screen information; compiles and processes statistical and Ad Hoc

data for departments, vendors and others; ensures that data is complete and accurate.

- Participates on applications development, enhancement and integration projects by coordinating assigned technical activities such as installation and testing processes; makes system modifications as authorized; communicates with department staff to ensure that needs are being met and to relay any concerns or problems to the appropriate parties.
- Provides applications-related training to end-users, employing a variety of software and methodologies to create instructional presentations; identifies repetitive user issues and either personally provides training or coordinates with vendors to provide more comprehensive training.
- Recommends and develops system access policies and procedures; develops and maintains system documentation and user instructions; maintains system service records and resource contacts.
- Performs advanced technical administrative support work involving data compilation, technical reporting and other areas; sets up databases, spreadsheets, presentations, graphics and other documents; develops complex forms and templates.
- May provide user support and coordination pertaining to phone, video, and other technology systems.
- May serve as a lead worker over subordinate clerical or technical administrative staff.
- Attends meetings, trainings and seminars; serves on committees and task forces.
- Continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- PC and mainframe servers

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Four years of increasingly responsible information technology support experience that emphasized hardware and application troubleshooting, as well as customer service. An equivalent combination of education, training and experience may also be qualifying.

Substitution:

Depending upon assignment, applicants may be allowed, on a year-for-year basis, to substitute **up to one year** of specialized technical administrative experience for the above-required information systems experience, if such administrative experience directly pertains to the department or program responsibilities of the position.

Licenses and Certifications:

A valid California driver's license is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Methods and techniques of providing application support, maintenance and administration including areas such as software installation, troubleshooting and testing.
- Principles and practices of information technology customer service.
- Routine technical programming and scripting techniques.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, and Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Using tact, discretion, initiative and moderately independent judgment within established guidelines.
- Identifying technology related problems.
- Responding to customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates.
- Applying technical knowledge to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Mental and Physical Abilities:

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on call work.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.