



JOB DESCRIPTION

Technology Coordinator

Date Prepared: June, 2021

SUMMARY: Under limited supervision, provides advanced support for specialized hardware and software assigned by the Technology Manager. Work responsibilities extend to securing and maintaining the City's electronic data; maintains reliable and secure access to data and the City's network infrastructure via personal computers and mobile devices; performs related duties, as required.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Maintain and troubleshoot multiple assigned systems.
- Coordinate hardware and software issues with both internal and external support groups.
- Document and resolve issues related to system updates, implementation, installation, inefficiencies, and integrations.
- Provide backup network and desktop support as needed and may include providing on-call support.
- Configure and maintain the City's network including software, servers, and appliances such as routers, switchers, virtual servers, security, anti-virus and intrusion detection systems.
- Oversee and monitor network and server performance.
- Troubleshoot, design and test computer and network hardware and configurations.
- Plan, design, specify, document, install, repair and/or upgrade the hardware, software and related infrastructure for technology related projects.
- Implement and manage disaster recovery and back-up procedures, process improvements, automation, impact assessments, recovery planning and annual testing exercises.
- Evaluates and recommends new automated technologies and/or business process improvements.
- Provide work direction and mentoring to technical staff; assists other Technology Coordinators, as necessary.
- Assume supervisory duties to subordinate staff and consultants as assigned.
- Configure and maintain the City's telephony system including servers, appliances, phones, and other related devices and software.
- Configure, maintain and develop relational databases, such as Microsoft SQL.
- Utilize SQL scripting and reporting software such as Crystal Reports, to create ad-hoc queries and reports for various divisions to allow for the access or presentation of information.
- Participate in the development and management of budgets for assigned areas of responsibility.
- Oversee and participate in project management for both new system implementations and enhancements to existing systems and services.
- Utilize project management techniques and tools, such as Microsoft Project, to effectively manage system implementations and upgrades.
- Maintain confidentiality of work-related issues and City information.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

Bachelor's degree in Information Technology or a closely related field AND five years professional information technology experience, including at least two years of progressively responsible experience, with hardware, software and technology operations, such as network management and ERP systems; OR an equivalent combination of education, training, and experience.

LICENSE AND CERTIFICATION REQUIREMENTS:

- Must possess a minimum of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.
- May require Microsoft Certified Systems Engineer and/or Cisco Certified Network Associate.

Knowledge of:

- City policies and procedures.
- Procedures, principles and practices for the installation, configuration, upgrading, operation, and troubleshooting of computer hardware, software and peripherals, including printers.
- Diverse communication technologies and standards for network operations, including network operating systems, security, cabling and inter-networking principles with local and wide area networks and related systems and hardware.
- Data analysis tools.
- Microsoft desktop and server operating systems, mobile operating systems, and related networking environments.
- Server and desktop virtualization, Storage Area Networks, disaster recovery, and IT security.
- Relational database management, SQL scripting, and database reporting; Principles of general business practices and processes with data systems and relational database systems.
- Various business applications, including Microsoft Office 2007 and newer, Adobe products, and software required to accomplish the essential functions listed.
- Web design, graphic arts, audio/visual equipment, and related software.
- Principles and practices of effective employee supervision.
- Principles and practices of project management.
- Principles and practices of strategic planning.

Skill in:

- Using initiative, discretion and judgment within established procedures, guidelines, and rules.
- Defining problems, establishing facts, and drawing valid conclusions.
- Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- Building effective teams and providing efficient customer service.
- Establishing and maintaining cooperative working relationships with City Manager, department heads, managers, supervisors, employees, external public and private agencies, consultants, vendors, suppliers, contractors, and the general public.
- Communicating effectively, both verbally and in writing.
- Installing, Configuring, upgrading, and troubleshooting operating systems and software.
- Installing, configuring, troubleshooting, and repairing computers systems, monitors, network infrastructure and peripherals such as printers and related hardware.
- Establishing and maintaining cooperative working relationships with department heads, managers, supervisors, employees, external public and private agencies, consultants, vendors, suppliers, contractors, and the general public.
- Applying safe work practices.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office environment and in close proximity to other workers; employee must be present at the office to perform their duties. May be exposed to excessive noise levels. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing and walking. May be required to lift and carry items weighing up to 75 pounds. Incumbent must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and attend night meetings after regular working hours.

Department Head Approval

Date

Personnel Officer Approval

Date