

# TECHNOLOGY SYSTEMS COORDINATOR

Job Code	Pay Grade
14164	CL16

## Nature of Work

This is technical work implementing and maintaining department-specific technologies. The work includes providing a full range of problem resolution and technical support services to internal and external customers and coordinating vendor support activities for department-specific information technology (IT). An incumbent in this classification function as the department subject matter expert providing advice, recommendations, and support to department management and staff regarding system innovations as well as assist with long-range technology planning, design, and implementation of IT operating plans. Incumbents are expected to administer and maintain complex IT systems and processes requiring considerable initiative and independent judgment under general supervision and direction. More advanced technical and professional guidance and support for the functions assigned to this position are available when required from more highly qualified IT personnel.

## Minimum Qualification Requirements

- 6 years of experience in the analysis, coordination, or design of IT systems or controls; or
- Associate's degree or 2 year technical training diploma or certification in IT that includes computer technology courses and training plus 4 years of experience as described above; or
- Bachelor's degree and 2 years of experience as described above; or
- An equivalent combination of education, training, and/or experience.

## Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate and/or be formally certified in one or more specific IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Coordinates technology administration between the department, vendors, and tenants including the creation and administration of procedures governing the use of County owned or shared technology assets.
- Serves as a liaison between the department and Business Technology Services, (BTS) on technical support matters and coordinates efforts with BTS personnel by creating incident and service request tickets through the customer support center.
- Provides administration of department-specific specialized computer systems and 3<sup>rd</sup>-party networks.
- Reviews 3<sup>rd</sup>-party plans and creates updated plans and drawings identifying proposed technology system changes/upgrades and maintains related "as-built" drawings and documents.
- Consults with management and users to determine technology needs and presents solutions to management.
- Implements technology strategies and defines associated training requirements; serves as on-site expert training resource for users of non-BTS supported software.
- Performs annual departmental review and updates to emergency preparedness and business continuity plans and distributes updated materials to stakeholders and employees.
- Maintains inventory control database for leased and owned technology assets, and acts as designated computer lease coordinator.
- Coordinates annual "Power-Down" exercise with management and partners to identify weakness in electrical power infrastructure, test systems under power-off conditions, and provide suggested remedial actions to management.
- Forecasts program costs and expenses for the purpose of preparing annual and long-term budget proposals. Develops the department's annual technology budget.

## TECHNOLOGY SYSTEMS COORDINATOR (continued)

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### Illustrative Tasks (continued)

- Ensures that technology system-level activities are consistent with the identified needs of end-users and are compatible with department and County-wide technology initiatives
- Ensures integration of current and planned automation systems, ensuring interface and integration with vendors, tenants and partners where applicable.
- Maintains and administrates the department Sharepoint website for special events, disaster recovery efforts and other collaborative functions.
- Assists with evaluation and procurement of 3<sup>rd</sup> party technology professional services with regard to vertical hardware and software.
- Engages departmental purchasing card to purchase hardware, software and/or services for the department including responsibility for completing expenditure reports associated with these purchases.
- Performs other related duties as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, policies.
- Knowledge of computer hardware, operating systems, and software applications.
- Knowledge of architectural drafting and design methods, construction plans and specifications, practices and techniques.
- Expert skill in applying new technologies, soft skills and procedures.
- Ability to use technical manuals and reference materials to research and resolve problems.
- Ability to learn various software packages in a multiple system environment.
- Ability to prepare and deliver effective presentations and training sessions.
- Ability to receive the public with tact, patience and courtesy.
- Ability to communicate effectively, both verbally and in writing, with peers, department management, and internal and external customers.
- Ability to conduct tests, analyze test results, detect, and solve department specific hardware/software errors.
- Ability to understand, follow, and to provide specific instructions, priorities and procedures.

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Revised	EEOC Code	Overtime Code
11/15	Professionals	Classified