

**Lake County
Baldwin, Michigan**

JOB DESCRIPTION

JOB TITLE: Information Technology Coordinator

FLSA STATUS: Exempt

REPORTS TO: County Administrator

DEPARTMENT: Information Technology

GENERAL SUMMARY:

Under the direction of the County Administrator, responsible for the overall planning, organizing, and execution of all IT functions, including the AS/400 computer system, local area network (LAN), telephone system, system back-up, responding to trouble calls, ensuring system security, and restoring files as needed. Prepares system documentation and provides hardware and software support to County users. Provides technical support and service functions to ensure the operation of the County's personal computers and related peripheral devices. Installs and/or removes computer equipment, software, and client network software; troubleshooting and repair of computer hardware. Provides support to various departments and users by troubleshooting equipment and software problems. Coordinates computer and related communication services with outside vendors. Provides leadership and direction to vendors, contractors, interns, and other IT staff members.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Advise the County Administrator on determining the technical requirements of all county departments to determine boundaries and priorities of new projects, and to discuss system capacity and equipment acquisitions. Directs the delivery of data processing services to all County departments, including the development, modification, and implementation of systems, and the purchase and maintenance of PC based and mainframe applications and contractual services. Studies and analyzes the operation of County departments to define data processing needs and the best methods for their resolution.
2. Responsible for development, implementation, support and maintenance of networking technologies for the County including but not limited to installation, migration, patching, and trouble shooting services. Coordinates and works with outside vendor support as the situation warrants.
3. Installs and maintains personal computer related hardware on the County's information management system, including the local area network, wide area network, and workstation communications, devices, and cable/wiring. Coordinates the scheduling of computer related technical support including but not limited to setting up and installing new computer systems, moving existing equipment, installing software and other related activities.
4. Organizes and prioritizes requests for service. Responds to trouble calls regarding the computer system and repairs or works with a vendor to resolve hardware problems. Works with the users regarding problems that may require contacting the vendor and attempting to resolve problems over the telephone. Works with the user to test the solution of the problem.
5. Visits departments throughout the County to troubleshoot, repair, and maintain data equipment problems, including workstations, portable computers, scanners, monitors, printers, copiers and other devices and computer components.
6. Installs, supports, and maintains software, including programs not on the network.

Job Description: IT Coordinator

7. Provides technical, operational, and training support to department personnel for all computer related equipment, peripherals, accessories, and components including copiers and postage machine.
8. Manages the County's geographic framework and related geospatial data in the County's geographic information system (GIS).
9. Responsible for the creation and enhancement of GIS data layers, reports, address labels, adobe acrobat forms, PDF, and other digital and hard-copy products to satisfy information and data requests from other departments.
10. Responsible for the design and preparation of standard and customized map products, charts and drawings using the GIS system and data. Manages and facilitates the internet based mapping program and digital data requests. Assesses charges, submits invoices, and tracks collection fees for services rendered.
11. Creates enhancements and modifications to county web sites; organizes and maintains the sites. Makes recommendations for future enhancement of the County's web site and GIS system.
12. Researches and evaluates new software and hardware technologies which could enhance the computer system. Collects specifications and other information on data processing equipment, discusses with vendors, arranges demos for users, evaluates software, conducts related research and contributes to data processing purchasing decisions.
13. Provides technology based leadership to all departments, and in doing so maintains open communication and a good rapport with all Department Heads and Elected Officials. Develops and maintains departmental and system wide policies.
14. Reviews project feasibility studies. Establishes work standards and time line goals for projects.
15. Prepares progress reports to inform County Administrator of project status and deviation from goals.
16. Assists departments in work flow analysis, decision making, and business process re-engineering utilizing technology based resources.
17. Communicates and contracts with specialists, technical personnel, or vendors to solve problems.
18. Revises computer operating schedules to introduce new program testing and operating runs.
19. Reviews reports of computer, telephone and peripheral equipment production, malfunction, and maintenance to ascertain costs and plan operating changes.
20. Analyzes department workflow and workers' job duties. Directs and prioritizes the work load of departmental vendors and personnel.
21. Provides direction to assist vendors and staff to diagnose and solve computer equipment problems.
22. Analyze complex business needs and recommends technical solutions.
23. Ensures the consistency and maintainability of existing applications by creating, maintaining, and enforcing standards/procedures for implementing technical solutions.
24. Develops budget recommendations for computer hardware, software, maintenance and supply purchases.
25. Responsible for County technology systems disaster recovery plan.

Job Description: IT Coordinator

26. Participates in hardware and software evaluations and maintains vendor contracts.
27. Researches and recommends educational training programs for county staff.
28. Performs salary and contract administration and assists in the conducting of interviews, making recommendations for new hires, consultants and/or replacement personnel.
29. Conducts periodic performance evaluation on vendors and IT personnel.
30. May provide after hours technical maintenance, support and trouble shooting assistance for technology operations outside of normal business hours.
31. Must stay proficient in current technologies and keep all required certifications up to date.
32. Responsible for all County technology r
33. Performs other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Extensive knowledge of and high skill level for installation, maintenance and repair of current systems hardware, operating systems, network connections, and software.
2. Knowledge of security practices related to information technology.
3. Advanced support of server operating systems such as Windows Server NT/2000/2003 and AS400.
4. Advanced communication skills, and ability to communicate technical concepts to technical and non-technical audiences.
5. Ability to manage multiple concurrent projects and motivate professional staff.
6. Analytical and problem solving skills.
7. Demonstrated aptitude for learning new technologies.
8. Advanced communication and interpersonal skills necessary to lead and motivate others, prepare and conduct presentations, and maintain effective contacts and working relationships with variety of internal and external contacts.
9. Analytical abilities necessary to plan and organize operations for assigned areas of responsibility, review and hear complaints and make effective dispositions, compile budget analyses and make effective recommendations, and evaluate existing programs and services and devise improvements.

Job Description: IT Coordinator

EMPLOYMENT QUALIFICATIONS:

The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related criteria. The employer reserves the right to substitute education and experience requirements.

Education: Bachelor's Degree in Information Technology, Computer Science or a Business and Technology related field.

Experience: Two years of practical experience in computer or electronic repair, troubleshooting, installation and/or servicing. Prefer three years of Information Technology experience in the following technologies/products:

- Microsoft Server
- AS/400 Systems
- Multi-line telephone systems
- Records management systems integration with PC technology is desired
- GIS

Certifications and/or Licenses: Current and valid State of Michigan driver's license and must possess or be willing to attain a Microsoft Certified Professional certification preferably Microsoft Certified System Administrators (MCSAs).

PHYSICAL REQUIREMENTS

1. Ability to communicate with others in order to gather and exchange information.
2. Ability to conduct and respond to inquiries by telephone or in person.
3. Ability to walk over uneven terrain or on slippery surfaces to make repairs.
4. Squatting, stooping, kneeling to maintain and repair facilities and equipment.
5. Lifting ability to remove and replace parts on equipment
6. Ability to lift, push and pull office furniture and/or equipment
7. Ability to lift and handle boxes of supplies, equipment and other items weighing up to 30 pounds
8. Ability to climb stairs on a regular basis
9. Ability to kneel, crouch, and crawl in order to perform maintenance and repairs
10. Ability to reach, push and pull in order to conduct maintenance and repairs
11. Ability to walk, stand, kneel and sit for prolonged periods of time
12. Ability to work under pressure and meet deadlines

Job Description: IT Coordinator

- 13. Ability to enter and access information from a workstation
- 14. Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use
- 15. Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job related objects, materials and tasks.
- 16. Ability to safely operate motor vehicle and remain alert to road and traffic conditions.

REPORTING RELATIONSHIPS:

- 1. Reports to the County Administrator.

WORKING CONDITIONS:

- 1. Works in office area as well as throughout the County Departments.
- 2. Much of this work will be inside, but may be outside in possible inclement weather
- 3. Works in cramped body positions to perform maintenance and repairs
- 4. Exposure to equipment where risk exists of getting burned, bruised or scraped
- 5. Works in confined spaces
- 6. High levels of noise from compressors, pumps and other equipment
- 7. Exposure to individuals incarcerated for a variety of criminal offenses and work in jail; exposure to prisoners

APPROVALS:

Name	Supervisor	Date
------	------------	------

Name	County Administrator	Date
------	----------------------	------

Name	Personnel Committee Chairman	Date
------	------------------------------	------

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.