



## JOB DESCRIPTION

**Title:** Information Technology Coordinator

**Department:** Information Technology

**Reports to:** City Administrator

**Pay Grade:**

**Date Adopted:**

**Previous Revision Date:** 1998

**Last Revision Date:**

**Type:** ☒ Full Time

☐ Part Time

**FLSA:** ☒ Exempt ☒ Salary

☐ Non Exempt ☐ Hourly

**Union:** ☐ Yes

☒ No

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### Job Summary:

Provide technical support, systems analysis, server administration, network operating system design, and troubleshooting of the City's computer networks. Provide policy, technical, and administrative support for all City network users. Ensure compliance and security.

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### Essential Functions:

1. Maintain and control computer networks and any other computer environments that are related to configurations, hardware programs, software, and structures software.
2. Design, support, maintain, and monitor all data communication networks. Troubleshoot, diagnose, and resolve problems.
3. Implement and manage all systems, applications, security, and network configurations.
4. Work with vendors to troubleshoot and solve difficult technical problems, including network server, printing, and management tool and operating system problems.
5. Implement procedures, tools, and methods to assure that systems can be effectively supported, software can be reliably deployed, and remote networks can be monitored.
6. Procure network equipment, arrange scheduled upgrades, and investigate faults in the network. Configure firewalls, routing, and switching to maximize network efficiency and security.

7. Assess network requirements, wiring, and hardware requirements and devise plans for the organization. Stay abreast of the latest developments in technology.
8. Maintain inventory list of all computers, printers, and other devices of the City. Develop and implement a replacement plan throughout the City. Order supplies as needed.
9. Maintain disaster recovery plan for City information assets.
10. Keep current on developments and trends in information technology, computer systems, security and systems management.
11. Attend professional development conferences, seminars, and classes.
12. Attend staff meetings and City Council and BPW meetings as required.
13. Employee must be able to be "on-call".
14. Report to work within thirty-five (35) minutes for emergencies under normal driving conditions, as required.
15. Employee must be able to work extended hours in an emergency.
16. Operate Microsoft Word, Excel, Power Point, Gmail, etc.
17. Operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
18. Keep confidential information confidential.
19. Serve on the City phone bank and provide administrative support as needed during Emergency Operations.
20. Work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals. Work may occur after normal business hours.
21. Punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
22. Perform other work which is consistent with the essential functions of the job.
23. Perform other duties as assigned.

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**Education and Special License(s)/Certifications:**

Associate's Degree or certification in a technology related field, plus five (5) years of experience in application deployments, SQL database maintenance, or related technical experience.

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**Experience:**

Four (4) years of related work experience in electronic applications preferred.

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**Skills:**

1. Effective oral and written communication skills.
  2. Good listening skills.
  3. Ability to perform basic math and accounting skills.
  4. Organizational skills.
  5. Analytical skills.
  6. PC computer skills. (Windows-based word processing and spreadsheet software skills).
  7. Manual dexterity.
  8. Ability to work in environment with constant interruptions.
  9. Good typing and data entry skills.
  10. Reading.
  11. Good customer/public relations.
  12. Ability to work independently.
  13. Working knowledge of word processing, email, and calendaring computer software applications.
  14. Excellent interpersonal skills.
  15. Excellent grammar, punctuation, spelling, and proofreading skills.
  16. Supervisory and leadership skills.
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**Mental Requirements:**

1. Ability to read and comprehend city, state, and federal regulations.
2. Ability to analyze complex problems and recommend possible solutions.
3. Ability to speak before the public.
4. Ability to communicate effectively with staff, elected officials, and others.
5. Diplomacy and judgement.
6. Ability to organize files and retrieve data effectively.
7. Ability to learn and understand PC software applications.
8. Alpha and numeric recognition.
9. Ability to prioritize work.
10. Logical reasoning.
11. Patience.
12. Ability to carry out assignments through oral and written instructions.
13. Concentration.
14. Accounting principles.
15. Ability to compute basic math computations.

16. Ability to work on several projects at once.
  17. Ability to read and comprehend City policies and ordinances, State, and Federal laws and regulations.
  18. Ability to train and guide others.
  19. Ability to exhibit tact, diplomacy, and judgment when dealing with co-workers, other City employees, and external contacts.
  20. Ability to analyze complex problems and recommend possible solutions.
  21. Ability to multi-task.
  22. Ability to work under pressure.
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**Physical Requirements:**

1. Ability to lift 20 pounds and transport 20 feet.
  2. Ability to make and receive phone calls.
  3. Visual stamina and acuity adequate to review alpha/numeric data and spend long periods looking at computer screen.
  4. Ability to operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
  5. Hand and eye coordination adequate to input computer data and operate various office equipment.
  6. Ability to sit and be attentive for extended periods of time.
  7. Travel outside of office locally and out of state.
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**Supervisory Responsibility (Direct and Indirect):**

Direct        None

Indirect     None


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**Disclaimer:**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position.

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Approved:

  
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Tobias J. Tempelmeyer, City Administrator

7/13/23  
\_\_\_\_\_  
Date