



INFORMATION TECHNOLOGY OFFICE COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform a wide variety of responsible and complex administrative duties for the Information Technology (IT) Department; provide information and assistance to Village staff regarding requests for service; and provide administrative support to the IT Director and the IT staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the IT Director and IT Operations Manager.

Provides project and administrative coordination for department staff

EXAMPLES OF DUTIES – *Essential and other important duties and responsibilities may include, but are not limited to, the following:*

Essential duties and responsibilities

1. Plan, prioritize, assign and coordinate the work of staff for timely and appropriate completion; monitor work flow; review, evaluate, and recommend improvements in work methods and procedures.
2. Establish schedules and suggests methods for accomplishing work requests, assignments and assists in identifying required performance measurements and resources and reviews needs with appropriate management staff; coordinates the allocation of resources accordingly.
3. Coordinate training for end users on the daily functions and tasks of Village technologies; work with Village staff to improve user concerns; document all procedures and processes. May provide training where appropriate.
4. Coordinates posting and obtaining proposals and quotes, ordering of hardware and software, inventory of hardware and software, process payments and renewal of maintenance, licenses and services.
5. Work collaboratively with the IT Director and staff to identify and implement work processes and procedures to improve service and administrative support.
6. Screen department inquiries and help desk requests; respond to questions and requests for information, procedures, systems and precedents.
7. Type and proofread a wide variety of reports, letters, memoranda and statistical charts; type from rough draft, compose correspondence related to assigned responsibilities.
8. Participate in duties relating to the IT Department annual budget; collect and organize financial and performance data for preparing reports and compiling annual budget requests; recommend funding and expenditure requests for designated accounts; monitor and manage expenses



INFORMATION TECHNOLOGY OFFICE COORDINATOR

throughout the year with regard to budgets, reviewing financial accounting reports to ensure that expenditures are posted to the appropriate accounts.

9. Maintain personnel and payroll records as required for IT staff; process paperwork for personnel actions including, new hires, change in status, and termination; monitor performance evaluation dates and provide appropriation forms to staff; observe confidentiality
10. Operate a variety of office equipment including a computer; make appropriate and effective use of Microsoft Office application software such as MS-Outlook, MS-Word, MS-Excel and MS-Windows as well as information management systems related to finances of purchasing, payment and budgeting and human resources management and payroll administration to provide administrative support.

Other Important Duties

1. Provide administrative support for a variety of department operations, special projects and programs as assigned.
2. Attend and participate in professional group meetings; stay abreast of new trends and innovations.
3. Act as customer service lead for the department; monitor the assignment and completion of service, equipment and training requests.
4. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

IT technology and terminology

Communication practices that assist the department in maintaining a positive customer service environment.

English usage, spelling, grammar and punctuation.

Business letter writing and basic report preparation.

Working knowledge of computer applications and techniques including word processing, spreadsheet, data base and presentation software as well as information management systems related to human resources and payroll administration.

Principles of business processes, workflow management, process improvement and performance measurement.

Principles and processes involved in administrative support functions such as tracking and reporting expenses, storing and retrieving documents, customer service methods and practices, evaluation of work processes and related office functions.



INFORMATION TECHNOLOGY OFFICE COORDINATOR

Ability to:

Provide superior customer service in a complex environment.

Process work in a clear and analytical manner; to identify areas of improvement and to offer logical and practical solutions.

Perform responsible work involving the use of independent judgment and personal initiative

Supervise, prioritize, organize and review the work processes and customer service requests.

Train and coach end users

Maintain confidential information

Identify areas in need of performance improvement; arrange for training or other remedial action to improve efficiency and effectiveness.

Interpret and explain Village policies and procedures regarding a variety of IT programs and services.

Work within restrictions and demands of deadlines, managing multiple projects and assignments; use principles of prioritizing and time management.

Prepare clear and concise reports; communicate clearly and concisely, both orally and in writing.

Independently prepare correspondences and memoranda.

Maintain accurate and timely files and reports.

Establish and maintain effective working relationships with all levels of management and staff.

Maintain reasonable and predictable attendance.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:

- *Walking, standing or sitting for extended periods of time*
- *Operating assigned equipment*
- *Lifting of small equipment and office supplies of up to 25 lbs.*

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations*
- *Communicating with others*
- *Reading and writing*
- *Operating assigned equipment and vehicles*

Maintain mental capacity, which allows for effective interaction and communication with others and learn new technologies and procedures.



INFORMATION TECHNOLOGY OFFICE COORDINATOR

Required Experience and Training:

Experience: Three (3) years of increasingly responsible administrative support experience of which at least one year is customer service experience that includes making and checking work assignments, scheduling and coordinating, employee development and training, and related responsibilities. **AND**

Training: Possession of an Associate's Degree; Bachelor's degree preferred from an accredited college or university with major course work in computer sciences or technology, public administration, business administration, personnel management, data processing, or related field.

A combination of training and experience will be considered.

WORKING CONDITIONS

Work in office environments; sustained posture in a seated position for prolonged periods of time: some lifting and moving of computer inventory and supplies.