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## INFORMATION TECHNOLOGY COORDINATOR

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### DEFINITION

Under limited supervision, configures and maintains the City of Barstow Network infrastructure. Work responsibilities extend to securing and maintaining computer hardware and software including network, servers, personal and laptop computers, telecommunication devices and equipment, databases, video and sound equipment and related equipment and components; assists in the development of technology replacement, repair and upgrade plans and acquisition of equipment.

### SUPERVISION EXERCISED

May exercise supervision over subordinate personnel.

### EXAMPLES OF DUTIES

Duties may include but are not limited to:

- Maintain and troubleshoot a multitude of 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..
- Configure and maintain the City's network infrastructure including software, servers, routers, switchers, virtual servers, security and anti-virus.
- 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.
- Evaluate and recommend new automated technologies and/or business process improvements.
- Provide work direction and mentoring to technical staff; assume supervisory duties to technical staff and consultants as assigned.
- Configure, maintain and develop relational databases, such as Microsoft SQL.
- Oversee and participate in project management for both new system implementations and enhancements to existing systems and services.
- Configure, maintain, develop the City Geographic Information System
- Maintain confidentiality of work-related issues and City information.



## **KNOWLEDGE. ABILITIES AND SKILLS**

### **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.
- Configure and maintain Active Directory, DHCP, DNS, WSUS, Backup systems, 911 systems and Intrusion detection for City, Police and Fire.
- Configure and maintain network switches, routers and firewalls.
- GIS operations including the use of related applications such as ArcGIS and AutoCAD.
- Server and desktop virtualization, Storage Area Networks, and disaster recovery.
- 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, Adobe products, and software required to accomplish the essential functions listed.
- Principles and practices of effective employee supervision.
- Principles and practices of project management.
- Principles and practices of strategic planning.

### **Ability and Skill to:**

- 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.
- Perform duties of an emergency worker in the event of a natural or other disaster.
- Ability to work extended hours and/or flexible shift.
- Ability to be on standby rotation and report on-site within 30 minutes of call out.



## **QUALIFICATIONS**

Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:

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, ERP systems, and GIS; OR an equivalent combination of education, training, and experience.

## **LICENSE OR CERTIFICATE**

Possession of a valid Class C California Driver's License and a good driving record. May require Microsoft Certified Systems Engineer, Cisco Certified Network Associate, and/or Geographic Information Systems Professional

## **ESSENTIAL JOB FUNCTIONS/A.D.A.**

Essential job functions and A.D.A. requirements include:

Work is performed in an office environment and in close proximity to other workers. May be exposed to excessive noise levels. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Incumbent shall periodically be exposed to field work with outdoor elements. Physical demands are mid-level, consisting of sitting, standing and walking and lifting, reaching and climbing. 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 extended hours, attend night meetings after regular working hours, and be on stand-by rotation.