



## Innovation and Technology Coordinator

### SUMMARY

Under general direction, administers all aspects of hardware and software systems as assigned, which may include network and telecommunications systems, business applications as well as websites, audio/visual and broadcasting systems, enterprise resource planning (ERP) solutions, relational databases, and geographic information systems (GIS); work responsibilities extend to securing, maintaining, and supporting the Town's technology and electronic data; performs related duties, as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Innovation and Technology. May exercise general supervision over subordinate professional and technical staff, vendors, and consultants as directed.

**ESSENTIAL FUNCTIONS** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Performs day-to-day operations, administration, implementation, maintenance and provides advanced help desk support and troubleshooting for multiple assigned systems; coordinates hardware and software issues with both internal and external support groups; document and resolve issues related to system updates, implementation, installation, inefficiencies, and integrations; provides backup support as needed.
- Configures and maintains the Town's network and telecommunication infrastructure systems including related hardware such as routers, switches and servers, peripheral equipment such as printers, security related systems, business applications and software, data and voice connections at various sites including lease lines, landlines, wireless and mobile devices, cabling, and other technology systems as assigned.
- Oversees and monitors network and server performance; troubleshoot, design and test computer and network hardware and configurations.
- Configures, maintains, and develops relational databases, such as Microsoft SQL; utilizes SQL scripting and reporting software such as SQL Server Reporting Services and Crystal Reports, to create ad-hoc queries and reports.
- Oversees and participates in project management for both new system implementations and enhancements to existing systems and services.
- Utilizes project management techniques and tools, such as Microsoft Project, to effectively manage system implementations and upgrades.

- Configures, maintains, develops, and operates the Town's Geographic Information System, including geodatabase management and design, utilizing software such as ArcGIS, AutoCAD and related tools.
- Plans, designs, specifies, purchases, documents, installs, repairs and/or upgrades the hardware, software, and related infrastructure for assigned systems and projects.
- Evaluates and recommends new automated technologies and/or business process improvements.
- Participates in the development and management of budgets for assigned areas of responsibility.
- Develops justifications and recommendations for acquisition of computer hardware and software; prepares staff reports, and specifications for bid documents and evaluations of proposals; reviews and evaluates contracts and proposals.
- Assists in developing, implementing, maintaining, and enforcing the Innovation and Technology Department operational policies and procedures
- Provides emergency and on-call support response to reduce down-time, correct errors, monitor vendor activity, off hours scheduled maintenance, and system failures or on an as needed basis; may be required to carry a Town supplied cell phone during on-duty and off-duty hours.
- Provides work direction and mentoring to professional and technical staff.
- Maintains confidentiality of work-related issues and Town information.
- Performs other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is the advanced-level class in the innovation and technology series that is responsible for the administration and maintenance of the Town's technology infrastructure and applications, including networks, hardware, and business applications for all Town departments and services. This class is distinguished from the Innovation and Technology Analyst in that the latter has more administrative and oversight responsibilities assigned, and the complexity of the work performed.

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience Guidelines**

*An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:*

Minimum of an Associate degree in information technology, computer science, business administration, GIS, or a related field; AND five (5) years of increasingly responsible professional information technology experience with administration and support of enterprise business applications, network and infrastructure systems, telecommunication systems, or geographic information systems; a Bachelor's degree from an accredited college or university with major coursework in one of these fields or possession within probationary period (12 months) is desired. Experience in local government is preferred. A combination of additional experience along with industry certifications, may be substituted for degree requirement.

## **LICENSE AND CERTIFICATION REQUIREMENTS**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

### **Knowledge of:**

- Town policies and procedures.
- Operational characteristics, services, and activities of information technology; Modern professional office practices, methods, and procedures.
- Modern and complex principles and practices of computer hardware and software systems including printers, network and telecommunication systems, and audio/visual systems management, analysis, design, programming, and maintenance.
- Complex/advanced network and telecommunication systems configuration and troubleshooting, cabling and internetworking principles, wide area networks, and related systems and hardware.
- Advanced level of server operating systems, VMWare virtual server administration, and dHCI system architecture administration.
- Relational database management, SQL scripting, database reporting, data processing management and general administration practices and techniques; Principles of general business practices and processes with data systems and relational database systems.
- GIS operations and related solutions such as ArcGIS and AutoCAD.
- Standard Website and Web Application development languages
- Research techniques, and principles and procedures of record keeping and technical report writing.
- Technical and business applications, including current releases of Microsoft Office, system monitoring, and other software required to accomplish the essential functions listed.
- Methods and techniques for providing a high level of customer service to public, contractors and vendors, and Town staff, in person, in writing, and over the telephone.
- Principles and practices of effective employee supervision.
- Principles and practices of project management and strategic planning.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- Applicable Federal, State, and local laws, codes, and regulations.
- English usage, grammar, spelling, vocabulary, and punctuation.

### **Ability to:**

- Perform advanced complex computer systems and business applications, and network and telecommunication systems operations, monitoring, installation, repair, and maintenance work involving the use of independent judgment and personal initiative.
- Implement comprehensive computer, network, and telecommunication operations-related projects and training programs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of established goals.
- Interpret and apply applicable policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Analyze user needs, research, develop, and recommend cost-effective technical system improvements.
- Adequately prepare and maintain records, reports, documentation, and system procedures.

- Effectively plan, organize, and prioritize tasks and projects; organize own work and workspaces, set priorities, and meet deadlines.
- Operate modern office equipment including computer, network, and telecommunication equipment, and business applications.
- Communicate effectively in person, over the telephone, and in writing with people at all organizational levels.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work completed.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

In the performance of daily activities, this position may require prolonged or intermittent sitting, standing, climbing ladders, walking on level, uneven, or slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting/crouching, and repetitive hand movement using a computer keyboard and mouse. May be required to lift and carry items weighing up to 75 pounds. May be required to run cabling and operate necessary tools. 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.

Work is performed mostly 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 and data center environment and will occasionally be required to operate a motor vehicle to travel to different sites and locations; when working outdoors the incumbent may encounter extreme weather conditions, including wet, hot, cold, wind, snow, ice, and heavy vehicle traffic.

Incumbent may be required to work evenings, weekends, and holidays, and must have the stamina to work long hours for after-hours emergency response for on-call and callback assignments and attend after hour Town meetings and events.

*\*FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*