

**INFORMATION TECHNOLOGY COORDINATOR**

**DEFINITION**

Under general direction, to coordinate, plan, and supervise the activities and operations of the Town's information technology systems including systems design and implementation, desktop publishing, training and instruction, internet and multi-media applications, and network administration; to coordinate assigned activities with other Town departments and outside agencies, and to provide highly responsible and complex administrative support to the Director of Administrative Services.

**DISTINGUISHING CHARACTERISTICS**

This is a single position class with responsibility for the Town's computer and information systems, fulfilling assigned responsibilities within broad guidelines. Incumbent is responsible for planning, supervising and coordinating the operations and activities of the unit. Incumbent participates in the development and implementation of goals, objectives, policies and priorities of the assigned programs. Incumbent ensures that assigned activities are completed in a timely and efficient manner consistent with defined policies and regulations.

**SUPERVISION RECEIVED**

Direction is provided by the Director of Administrative Services. Incumbent does not exercise direct supervision of subordinates. Incumbent coordinates activities of outside vendors and service with Town staff. Incumbent may receive direction from outside agencies contracting from the Town for incumbent's time and performance.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS/DUTIES**

Assume responsibility for all computer and related information technology systems including systems design and implementation, desktop publishing, training and instruction, internet and multi-media applications, and network administration and other related support services and functions; plan, oversee, and coordinate the operations and activities of the Town information systems function; organize and direct the work of outside vendors; assume significant responsibility for the preparation of assigned budget; participate in the development and implementation of goals, objectives, policies and priorities for the assigned programs; advise Town management on technology issues; determine and monitor software and hardware needs of Town departments; specify, order and repair personal computers; specify, order, license software and provide training to staff; create and maintain computer hardware and software inventory; communicate with, interview and hire technology vendors; interpret technology for Town staff and management; conduct analysis to determine systems needs of Town departments; develop and program various spreadsheet applications; maintain application integrity; maintain, operate and back-up Local Area Network; consult with

Town staff on various word processing and database issues; create and maintain control file databases for assessment districts and special taxes; create various reports and documents using word processing; learn new computer programs; design, create, develop, implement and maintain the Town's website; procure and analyze website statistics; communicate with Town staff and outside vendors through electronic mail; perform data entry; complete special projects as required; perform related duties and responsibilities as assigned.

## **QUALIFICATIONS**

**Education & Experience:** Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be:

### **Experience:**

Five years of responsible information systems/computer work experience including design, evaluation and programming of systems and some experience in website design.

### **Education:**

A Bachelor's degree from an accredited college or university with major course work in information systems technology, computer science or a related field. Two years of applicable local government experience could be substituted for each year of college deficiency.

**Knowledge of:** Broad-based computer systems operations and applications; principles and practices of systems analysis, design and evaluation; computer software data structures and processes, computer programming languages and logic, and network administration; job planning, budgeting, prioritizing and scheduling techniques; organizational methods and basic record keeping practices; analyzing, interpreting and developing specifications suitable for competitive bidding; the Internet and website design and management; principles, practices and techniques of multi-media and desktop publishing; implementation of information systems; current practices and latest developments in hardware and software products and applications; basic mathematical principles; Town departments and organization needs.

**Ability to:** Operate modern information equipment and technology and related office equipment; install computer hardware and software and related peripherals; manage time for maximum efficiency; effectively train Town staff on basic and complex systems; learn, interpret and apply new technology programs to assigned programs and functions; read and interpret complex technical materials pertaining to assigned programs and functions and to support goals of Town staff and management; understand the organization and operation of the Town and outside agencies as

necessary to assume assigned responsibilities; analyze problems, identify alternative solutions, project consequences or proposed actions, and implement recommendations in support of goals; program and create appropriate queries necessary to assigned programs and functions; work cooperatively with other departments, Town officials and outside vendors; schedule and coordinate projects; set priorities; adapt to changing priorities; exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs; communicate clearly and concisely, both orally and in writing; establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work; work independently in the absence of supervision.