

CITY OF WATERTOWN POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: September 22, 2020

Title: Information Technology Coordinator
Reports to: Mayor

FLSA Status: Exempt
Location: City Hall

General Summary:

Under the general direction of the Mayor, this position is responsible to oversee all city-wide information technology activities including site-related networking, database, hardware and software support, VPN support, and remote monitoring. This position also has involvement in all new product development projects and directing enterprise-wide software implementations. Also included is day to day support, installation, testing, diagnosis, repair and maintenance of desktops, printers, peripherals, client applications, audio video devices and telecommunication systems for facilities. Under direction of the Mayor, this position makes more immediate decisions to ensure problems reach resolution timely. In conjunction with an IT Consultant, this position will manage the organization's current information systems and procedures and facilitate solutions to help operations be more efficiently and effectively run.

Principal Duties and Responsibilities:

1. Direct planning and implementation of enterprise IT systems in support of business operations to improve cost-effectiveness, service quality, data collection, data analytics, and business performance. Evaluate existing information technology needs of all departments; propose recommendations to maintain and improve the quality of service; plan, coordinate, and implement improvements in service.
2. Promote and oversee strategic relationships between internal IT resources and external entities, including vendors and partner organizations. Coordinates maintenance and repair of equipment and component replacement.
3. Log, track and address all incidents and requests on the Helpdesk system.
4. Oversee and participate in the development and administration of the City of Watertown's annual IT budget, and assist in the coordination of information technology capital improvement purchases for all City departments
5. Responsible for planning and defining desktop configuration and overall architecture strategy with the Mayor and contractors.
6. Installs and sets parameters for client based operating systems and application software packages

according to IT standards.

7. Responsible for connecting computer equipment to the network, databases and systems, and schedules IT installations with third party vendors.
8. Diagnoses equipment malfunctions and take corrective actions.
9. Assists in analyzing and tracking emerging technologies, researching new products and planning for future systems.
10. Develop and implement policies, procedures, and training documentation to support IT software and systems.
11. Serves as a liaison, consults, and escalates support requests with vendor support, consultants, and end users as needed to resolve issues.
12. Supports in coordination with vendors new installation or upgrades of Information Systems & Databases; including servers, applications, databases, and integration interfaces.
13. Performs quality assurance testing to ensure the system is operating as expected.
14. Recommends technical specifications for needs assessments, solution comparison, and request for bids/proposals.
15. Perform other related duties as required or assigned by the Mayor.

Knowledge, Skills, and Abilities

- Knowledge and experience in the installation of computer hardware and network components.
- Knowledge on implementation of operating systems, suites and applications similar to the city's systems and applications.
- Knowledge on internet connectivity, network security design and implementation techniques.
- Ability to diagnose and take corrective action concerning computer malfunctions.
- Ability to work independently without close supervision.
- Ability to work as part of a project team with other City employees and elected officials.
- Ability to establish and maintain effective working relationships.
- Must have cabling experience (network, cable TV, LAN, coaxial, fiber).
- Must be proficient with power and hand tools including cordless drills, digital multi-meters, cable analyzers, cabling tools and others.
- Must be comfortable with heights.
- Ability to maintain accurate and complete records.
- Ability to answer inquiries and complaints effectively with tact and courtesy.
- Ability to accurately interpret requests and process efficiently and expeditiously.
- Ability to communicate effectively by listening and carrying out the request or problem to a positive resolution.
- Knowledge of LAN and WAN, project management, capacity planning, work plan preparation and version change control.
- Ability to work with assignments that typically have impact on multiple groups of IT partners
- Ability to comprehend various business processes within a multi-departmental organization.
- Ability to facilitate open exchange of ideas and provide for effective communication.
- Ability to collaborate, coordinate, and schedule appropriate meetings/appointments for working together and project updates.
- Ability to work under pressure and meet deadlines.
- Trustworthy and open-minded to restore impacted operational systems and processes quickly.

Education and Experience:

Bachelor of Science degree or technical degree with a minimum of three (3) years of experience working in IT operations, installing and maintaining PC's, network servers and LAN Intranets/Extranets, including Internet connectivity, maintenance and VPNs. An equivalent combination of education and experience which provides the necessary knowledge, skills and abilities may be considered. Knowledge of computer systems, security, network and systems administration, databases, data storage systems, phone systems and Windows server OS/Office products strongly preferred.