



CAREER OPPORTUNITY

Job Title:	Information Technology Coordinator	Department:	Information Technology
Grade:	18	Pay Range:	\$31,257.58-\$48,449.24
Apply at:	Human Resources Department, City Hall, 601 Gloucester St., (2 nd Floor) Brunswick, GA 31520, An Equal Opportunity Employer or online at http://brunswickga.org/jobs.html .		
Apply by:	June 5, 2017		

Job Summary

Under general direction of the Department Director, performs various technical work involving installation, maintenance, and technical support of computer systems, network systems, and communications equipment. Trouble shoots problems with computers and communications equipment. Performs other related duties as assigned, in support of customer needs and organizational objectives. Work will be assigned by general work program, requests for assistance, and by special project. Work will be performed with considerable independence and will require considerable initiative. Work will be evaluated by observation, conferences, reports, and results obtained.

Essential Functions of the Job Duties and Responsibilities

1. Oversees day to day computer operations performed within the City, including equipment selection, system analysis, programming, and operations. In conference with users, evaluates organizational needs, objectives, and goals, researching products available and helping to identify products and procedures to best meet those needs.
2. Receives and reviews work orders and identifies priorities. Schedules equipment repair and maintenance. Assists in planning and scheduling major projects.
3. Continuously evaluates the condition of technology resources and conducts related inspections. Coordinates needed repairs, maintenance work, inspections, and upgrades to minimize system downtime.
4. Installs and configures computer systems, network systems, peripherals, and software; assists with design and implementation of wide area network (WAN) and local area network (LAN) systems; installs and tests network hardware, cabling, and connectors; installs/replaces various system components; upgrades existing hardware/software; customizes software programs for users; sets up passwords and log-on names for new users; transfers data between systems as needed; prepares and maintains records of computer configurations, licenses and identifying numbers.

5. Diagnoses, analyzes, and works to resolve/repair problems involving hardware, software, peripheral, or network problems; tests hardware components, monitors, parts, and software; identifies data errors, and equipment malfunctions; initiates appropriate action to correct errors, recover data, and obtain maintenance; troubleshoots network connectivity and network problems; repairs network cables; repairs or replaces defective computer components; removes, replaces, or reinstalls software; researches cost of repairs or replacement of computers, peripherals, or components; contacts outside service providers for repair support as needed.
6. Communicates with hardware/software service and technical support representatives of various vendors; provides information concerning operational and/or mechanical problems as appropriate.
7. Provides technical support, training, information, and assistance to users of all systems in operation of hardware and software; troubleshoots and/or resolves problems.
8. Provides input and recommendations relating to City computer capabilities; analyzes the City's computing and networking needs; recommends acquisition of computer software programs; recommends computer system specifications; provides information relating to hardware/software specifications to City users/departments as needed; assists in establishing standards for computing, networking, and communications.
9. Conducts various research as needed, such as new computer systems, software programs, network hardware, and other technologies.
10. Monitors inventory levels of equipment, supplies, tools, and other materials; ensures availability of adequate backup computer and materials to conduct work activities; initiates requests for new/replacement items; obtains competitive price quotes from vendors; receives new hardware/software for delivery to City departments.
11. Receives various forms, reports, correspondence, work orders, requests for services, network diagrams, technical support documentation, specifications, manuals, reference materials, trade publications, catalogs, directories, Internet resources, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
12. Communicates with supervisor, employees, other departments, end users, vendors, manufacturer representatives, the public, outside organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, and resolve problems.
13. Maintains a working knowledge of a variety of computer operating systems and software programs associated with work activities, which may include word processing, spreadsheet, database, networking, communications, diagnostic, utilities, Internet, and email; maintains working knowledge of computer programs utilized by various City departments in order to troubleshoot hardware/software problems.
14. Maintains an awareness of new products, technologies, trends, and advances in the profession; reads professional manuals and online technical sites to increase knowledge of computer operations; participates in continuing education activities and on-line training classes; attends workshops, seminars, and training sessions as appropriate.

15. Conducts site visits to City offices or other locations to provide computer support; operates a motor vehicle to conduct site visits, pick up or deliver computer components, or perform other work activities.
16. Performs general or clerical tasks, which may include answering telephone calls, entering data into computer, making copies, sending/receiving faxes, filing documentation, delivering components to departments, picking up excess equipment from departments, moving equipment between departments, maintaining salvage equipment, or relocating departments.
17. Aids other employees or departments as needed.
18. Performs other related duties as assigned, in support of customer needs and organizational objectives.
19. Configures and sets-up all new server, workstations, notebooks, and tablet systems required internally for the City's activities.
20. Monitors City hardware and software firewalls and is overall responsible for the City's IT security.
21. Administers Microsoft Office 365 email system for City-wide email.
22. Monitors and maintains the backup of relevant computer data and files, to include off-site and online backups.
23. Evaluates all computer-related purchases for compatibility with current systems and usefulness for intended purpose. Performs needs and cost analyses and recommends purchases. Researches hardware, software, and peripheral needs. Obtains price quotes and issues purchase orders with approval of the City Manager. Plans and implements improvements. Monitors and inspects all technology projects.
24. Ensures optimum utilization of the IT resources of the organization. Ensures daily availability of all information technology resources and applications, including email, internet access, and printer operations. Performs technical support in operating systems to maximize computer performance, processing speed, and time in service.
25. Plans and prioritizes work orders and work assignments based on mission critical needs. Advises Assistant City Manager on issues, concerns, and priorities.
26. Maintains systems security such that confidential and sensitive information is protected.
27. Maintains current knowledge of advancing technology. Develops improved techniques and methods for serving all organizational activities and services. Develops relationships with vendors and maintains current knowledge of product availability.
28. Oversees proper operation of telephone systems and coordinates activities with outside vendors.
29. Performs administrative tasks necessary to oversee departmental operations; Develops an annual budget; Reviews and compares actual results to planned budgetary performance; Develops realistic short and long range plans to meet the needs of the organization within budgetary constraints. Maintains work records and management information. Ensures vendor files, agreements, and/or contracts are maintained and updated as needed. Monitors licensing agreements. Ensures

departmental compliance with applicable codes, laws, rules, regulations, standards, policies and procedures.

30. Develops and maintains a Disaster Recovery Plan for technology resources.
31. Maintains current and complete technology inventory.

Other Tasks and Responsibilities

This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.

Knowledge, Skills, Abilities, and Other Characteristics

1. Thorough knowledge of personal computers and network systems sufficient to install, repair, maintain, and train users of such equipment. Knowledge of an experience with Windows Server 2008, Server 2012, Windows 7 and Windows 10 are required. Knowledge of Active Directory and Group Policy Management.
2. Ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations. Ability to communicate clearly, concisely, tactfully, and diplomatically with individuals of non-technical backgrounds.
3. Ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.
4. Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.
5. Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.
6. Ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
7. Ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.
8. Ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds); may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).
9. Ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, and visual cues or signals. Some tasks require the ability to communicate orally.
10. Ability to work in environmental conditions which may include dust, odors, electric currents or bright/dim lighting.

11. Ability to maintain and protect confidential information.
12. Ability to work independently in the absence of supervision, and to follow through to task completion.
13. Ability to manage time, and to plan, organize, and prioritize work such that work is completed according to plans and schedules.
14. Ability to manage multiple tasks, and to be flexible in changing priorities
15. Ability to anticipate problems and proactively resolve them. Ability to problem solving skills, considering all reasonable alternatives, and make recommendations for problem resolution.
16. Willingness and ability to demonstrate commitment to the job, team and organization.
17. Ability to help create a positive work environment which encourages individual and team growth and development.
18. Ability and willingness to perform other related duties as assigned, in support of customer needs and organizational objectives.
19. Ability to work with various users.
20. Thorough knowledge of routers and switches sufficient to install and repair City's Network.

Minimum Requirements (Education, Experience, Training, Certifications/Licenses)

Associate's degree or Vocational/Technical degree with training emphasis in computer science, computer hardware and software operations, and networking systems administration plus three (3) years of experience and/or training involving computer operations, hardware/software maintenance/repair, PC troubleshooting, and network administration; Or an equivalent combination of training and experience that would likely provide the required knowledge, and abilities to perform the job. Preferred certifications are MTA, MCSA, and MCSE. Valid driver's license and safe driving record. Pre-employment drug screening.