

INFORMATION TECHNOLOGY COORDINATOR

DEFINITION

Under general supervision, provides a variety of technical support and training on use of telecommunication systems and related technologies and equipment; provides help desk customer support on use of computers, hardware, software, network, and related technologies and equipment; performs related work as required for the Santa Clara County Housing Authority (Agency).

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the IT Infrastructure Supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level technical class responsible for providing client systems support for telecommunication systems and coordinating help desk services. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental activities, and extensive staff contact. This class is distinguished from the Computer Technician in that the latter provides technical support and training on use of computers and various hardware, software, network, mobile, audiovisual, and related technologies and equipment.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights 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.

- Serves as first point of contact for staff by coordinating help desk services; receives and handles customer inquiries and complaints by telephone, email or in-person; obtains and records concise customer issue and request information.
- Performs incident management of service tickets, including ensuring tickets are assigned to appropriate staff, following up with staff and customers on status of ticket, ensuring tickets are completed, and updating status in system upon completion.
- Coordinates the installation, configuration, maintenance, and upgrades of telecommunication systems and equipment.
- Coordinates installation and moves with user departments; connects telecommunication equipment to existing network.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and advises on best practices.
- Reviews and processes Information Technology Unit invoices.
- Monitors expenditures and revenues; assists with development and administration of unit budget pertaining to area of assignment.
- Processes on-boarding requests and conducts on-boarding orientations for new hires; receives and/or assigns office/cubicle moves for new hires and existing staff.
- Perform other duties as assigned.

QUALIFICATIONS

Education and Experience:

An associate degree in information systems or related field and three (3) years of experience coordinating help desk services, administering telecommunication system, and/or related information technology support experience.

Licenses and Certifications:

None.

Knowledge of:

- Principles and practices used in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of telecommunication systems and equipment.
- Basic principles and practices used in the operation, troubleshooting, and maintenance of computer hardware, software, network, mobile, audiovisual, and other related technologies and equipment.
- Basic techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- Customer service and telephone techniques.
- Principles of record-keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Perform basic technical support functions in the operation, troubleshooting, and maintenance of telecommunication, computer hardware, software, network, mobile, audiovisual, and other related technologies and equipment.
- Understand, interpret, and explain telecommunication, hardware, and software solutions to users; research technical materials to provide solutions to problems.
- Maintain technical operating instructions and documentation; train staff on telecommunication system and equipment usage.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.