

## COORDINATOR OF COMPUTER SERVICES

GENERAL STATEMENT OF DUTIES: Oversees and coordinates computer operations within a municipality or within a major department of a municipality; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level administrator, the incumbent of this position is responsible for overseeing and coordinating the activities of an information technology department or a major department of a municipality, providing technical support and training for the end users while maintaining the operations of the computer equipment. Supervision may be exercised over employees assigned in the department.

### EXAMPLES OF WORK: (Illustrative Only)

Oversees and is responsible for ensuring the efficient, effective operation of a PC network and municipal/departmental telecommunications; troubleshooting problems; maintaining firewalls, switches, hubs, routers, website, mail server, etc;

Manages, monitors and maintains the LAN/WAN network of the municipality or within a major department of a municipality;

Installs and configures basic hardware into computer workstations and keeps abreast of hardware and software upgrades;

Assists users in the use of PC applications and may act as Help Desk support;

Communicates with vendor and service contractors in scheduling preventive maintenance and repair work;

Ensures the operating systems are functioning at an acceptable standard;

Works to ensure the standardization and integration of PC hardware and software;

Makes hardware and/or software purchases or makes recommendations for such purchases;

Designs department backup schemes to archive network data and control storage and security data;

Keeps informed on any new developments;

May train subordinates in troubleshooting techniques to support users with related tasks and peripheral equipment;

May inventory stock on a regular basis and may be responsible for purchase orders pertaining to installation and inventories;

May establish a work schedule; prioritize work; assign personnel and equipment and/or schedule work flow on a daily basis.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the operations and use of personal computer network systems (LAN/WAN) including hardware, peripherals and software (such as Novell NetWare, DOS/UNIX and WINDOWS); good knowledge of peripheral data processing equipment; good knowledge of supervisory principles and practices; ability to plan, organize and schedule computer operations effectively and efficiently; ability to develop, enhance, diagnose and repair network systems; ability to communicate effectively both orally and in writing; ability to analyze and evaluate data; ability to apply supervisory principles and practices to computer operations; ability to train and establish effective working relations with others; good judgment; initiative; tact; resourcefulness; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) five years experience in the operation and maintenance of a client server or PC network, two of which must have been at the supervisory level; or (b) completion of two years of college or business school and three years experience as stated in (a), two of which must have been at the supervisory level; or (c)\* a satisfactory equivalent combination of the foregoing training and experience.

NOTE: Higher level education with specialization in computers or information technology may be substituted at the rate of 30 credit hours for one year of experience up to a maximum of three years. There is no substitute for the two years of supervisory experience.

SPECIAL NOTE: Current/active CNE certificate from Novell or a MCE from Microsoft may substitute for six (6) months of the required experience

\*Experience as a user in a LAN/WAN environment is not applicable.