



## **Technology Systems Coordinator**

**Category:** Classified  
**Pay Grade:** C24  
**Job Code:** 14164

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **JOB SUMMARY**

Performs technical work implementing and maintaining department-specific technologies; provides a full range of problem resolution and technical support services to internal and external customers and coordinates vendor support activities for department-specific information technology (IT); functions as the department subject matter expert providing advice, recommendations, and support to department management and staff regarding system innovations as well as assist with long-range technology planning, design, and implementation of IT operating plans; administers and maintains complex IT systems and processes requiring considerable initiative and independent judgment under general supervision and direction.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Coordinates technology administration between the department, vendors, and tenants including the creation and administration of procedures governing the use of County owned or shared technology assets;
- Serves as a liaison between the department and Business Technology Services, (BTS) on technical support matters and coordinates efforts with BTS personnel by creating incident and service request tickets through the customer support center;
- Provides first level support for complex County computer systems in a variety of areas including the Airport;
- Provides administration of department-specific specialized computer systems and third-party networks;
- Reviews third-party plans and creates updated plans and drawings identifying proposed technology system changes/upgrades and maintains related “as-built” drawings and documents;
- Consults with management and users to determine technology needs and presents solutions to management;
- Implements technology strategies and defines associated training requirements and serves as on-site expert training resource for users of non-BTS supported software;
- Performs annual departmental review and updates to emergency preparedness and business continuity plans and distributes updated materials to stakeholders and employees;
- Maintains inventory control database for leased and owned technology assets and acts as designated computer lease coordinator;
- Coordinates annual “Power-Down” exercise with management and partners to identify weakness in electrical power infrastructure, test systems under power-off conditions, and provide suggested remedial actions to management;
- Forecasts program costs and expenses for the purpose of preparing annual and long-term budget proposals and develops the department’s annual technology budget;
- Ensures that technology system-level activities are consistent with the identified needs of end-users and are compatible with department and County-wide technology initiatives;
- Ensures integration of current and planned automation systems, ensuring interface and integration with vendors, tenants, and partners where applicable;
- Maintains and administrates the department SharePoint website for special events, disaster recovery efforts, and other collaborative functions;

- Assists with evaluation and procurement of third party technology professional services with regard to vertical hardware and software;
- Engages departmental purchasing card to purchase hardware, software, and/or services for the department including responsibility for completing expenditure reports associated with these purchases;
- Initiates and updates the Severe Weather and Disaster Recovery Plan;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Six (6) years of experience in the analysis, coordination, or design of IT systems or controls; or an Associate's degree or two-year technical training diploma or certification in IT that includes computer technology courses and training plus four (4) years of experience as described above; or a Bachelor's degree and two (2) years of experience as described above; or an equivalent combination of education, training, and/or experience.

#### **Special Qualifications (May be required depending on area of assignment):**

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate and/or be formally certified in one or more specific IT functions.
- Other knowledge, skills, abilities, and credentials required for a specific position.

#### **Knowledge, Skills and Abilities:**

- Knowledge of standard office practices, procedures, policies;
- Knowledge of computer hardware, operating systems, and software applications;
- Knowledge of architectural drafting and design methods, construction plans and specifications, practices, and techniques.
- Skill in applying new technologies, soft skills and procedures.
- Ability to use technical manuals and reference materials to research and resolve problems;
- Ability to learn various software packages in a multiple system environment;
- Ability to prepare and deliver effective presentations and training sessions;
- Ability to receive the public with tact, patience, and courtesy;
- Ability to communicate effectively, both verbally and in writing, with peers, department management, and internal and external customers;
- Ability to conduct tests, analyze test results, detect, and solve department specific hardware/software errors;
- Ability to understand, follow, and to provide specific instructions, priorities, and procedures.

### **PHYSICAL/MENTAL DEMANDS**

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.

- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

#### **WORKING CONDITIONS**

Work is performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.