



## **Technology Program Coordinator**

**Category:** Exempt  
**Pay Grade:** E26  
**Job Code:** 14617

*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 professional level work providing development, leadership, and support for programs and operations of county-wide initiatives affecting both public and private sectors of the County; responsible for coordinating and monitoring assignments from initiation through delivery of technology applications, while managing the impact to the stakeholder/end user; serves as program manager coordinating and developing operational programs and monitoring effectiveness within the specific area of concentration; develops programs in line with approved levels of service, creates training plans, evaluates industry best management practices, and applies them to the work units, seeking opportunities for improving performance metrics, along with evaluating programs; directs programs, administers activities, develops/maintains community partnerships, interacts with other work units, and supervises staff/contractors, in addition to interacting with the public and other organizations.

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

- Works with Project Management, Communication, Training Lead, Principal Enterprise Architect, Sponsors Team, and Human Resources in the formulation and execution of particular plans and activities to support project implementation;
- Works with project teams to integrate change management activities into the overall project plan;
- Participates in the drafting of documentation to assure completeness and compliance with established standards, agreement terms, scope and deliverables, to ensure internal and external obligations are met. Escalate associated issues to management for review and direction;
- Develops long-range planning for programs, activities in line with approved levels of service and targets;
- May select, train, and supervise staff, volunteers, and interns;
- Develops a set of actionable and targeted change management plans – including communication plan specific to change, coaching plan, training plan, and resistance management plan; work with project teams to integrate change management activities into the overall project plan;
- Investigates and promotes efficiencies within programs;
- Works closely with the appropriate financial and technical teams to ensure project resources are acquired and applied appropriately to ensure projects are implemented on time, in scope and on budget;
- Assists in the development of training plans and team building for succession planning and employee progression;
- Conducts assessments, evaluates results, and presents findings in a logical and easy-to-understand manner;
- Coordinates and assists in development and implementation of operation budgets;
- Coordinates long- and short-term activities for programs, to ensure efficient utilization of resources;
- Administers budget and funding for programs and prepares and presents annual reports, operating budget, and long-range plans within area of responsibility;
- Assists with development of annual budgets, including identifying and projecting future needs;
- Promotes and maintains professional links with all levels of staff, public, and other organizations;

- Prepares and makes written and oral presentations regarding programs to professional, business, civic, governmental, and educational groups, committees, and associations;
- Communicates project updates to all stakeholders as effectively and efficiently as possible so that all parties have just in time information;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

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

Seven (7) years of directly related professional experience related to the hiring department unit's principal designated subject matter mission that includes one (1) year of lead worker, supervisor, or supervisor training; or a Bachelor's degree and three (3) 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.
- Experience in specialized areas to include various areas of Public Works Operations.
- Other knowledge, skills, abilities, and credentials required for a specific position.

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

- Knowledge of the principles and practices of team management;
- Knowledge of operations equipment and associated use;
- Knowledge of methods and techniques relevant to area of responsibility;
- Knowledge of budget planning and accounting methods;
- Skill in reviewing staff performance and ensuring compliance with approved targets;
- Skill in performance management and analysis;
- Skill in public speaking and public relations and ability to communicate effectively, orally and in writing, with a variety of audiences;
- Skill in budget planning and management methods;
- Ability to apply computer applications and software;
- Ability to actively manage day-to-day operations, programs, and communications with public and private organizations;
- Ability to plan, supervise, and evaluate the work and activities of professional and support personnel and establish and maintain effective working relationships with County, state, and federal officials, contractors, staff, volunteers, and the general public;
- Ability to work independently on complex tasks and deal with non-routine matters;
- Ability to effectively enforce appropriate policy and rules with tact and courtesy;
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to distribute information in reports and other communications.

### **PHYSICAL/MENTAL DEMANDS**

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- 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.

### **WORKING CONDITIONS**

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.