

COMPUTER OPERATIONS COORDINATOR

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: Information Technology

REPORTS TO: Information Technology Supervisor

CLASS SUMMARY

Serves as lead to staff, oversees computer room and network operations and coordinates computer projects for County departments, ensuring job completion and prompt delivery of services.

DISTINGUISHING CHARACTERISTICS

The Computer Operations Coordinator is the second level of a two level computer operator series. The Computer Operations Coordinator is distinguished from the Computer Operator by its responsibility for serving as a lead and coordinating the computer room's day-to-day activities.

TYPICAL CLASS ESSENTIAL DUTIES

- Serves as a lead to staff to include assigning and monitoring work and providing direction.
- Oversees the operations of the computer room to ensure job completion and prompt delivery of assistance to systems-related problems.
- Oversees network operations to ensure data quality and backup to include restoring files; responding to user problems; and ensuring backup tape security.
- Coordinates computer projects for County departments.
- Documents all department operations to assist with the analysis of operating costs.
- Builds and maintains electronic forms and databases for County departments.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Does not apply.

KNOWLEDGE AND SKILLS

Knowledge of:

- Computers, peripherals and software applications;
- Customer service principles;
- Computer and peripheral installation, repair and maintenance;
- Computer operating systems and networking principles;
- Automated report development principles;
- Computer system administration;
- County policies and procedures;
- Data security and recovery techniques.

Skill in:

- Operating computers, peripherals and software applications;
- Using standard office equipment;
- Troubleshooting hardware and software problems;
- Backing up computers;
- Detecting and reporting system failures;
- Maintaining reports, tapes and files;
- Providing customer service;
- Leading staff;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

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TRAINING AND EXPERIENCE

High School Diploma or General Equivalency Diploma (GED) and three years of related computer operations and troubleshooting experience; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATION

None required.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires fingering, talking, hearing, seeing, and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

May be subjected to moving mechanical parts, electrical currents, and workspace restrictions.

GENERAL INFORMATION

FLSA Status: Non-exempt

Class Spec Established/Revised: E9/99