City of Brooksville
JOB DESCRIPTION

POSITION TITLE:	**INFORMATION TECHNOLOGY COORDINATOR**
DEPARTMENT:	**CITY MANAGER'S OFFICE**
SUPERVISED BY:	**CITY MANAGER**

POSITION SUMMARY: This is an advanced administrative support position providing professional and technical assistance regarding information technology services to city administration and the City Manager's office. This work involves providing overall coordination management support for day to day operations on all PC network and telecommunications systems including city email, website, telephone systems and systems security. Incumbent will be responsible for the planning, coordinating and supervision of all activities related to the implementation, deployment and maintenance of information technology applications. Incumbent in conjunction with the Information Technology management team will be responsible for developing the city's information technology strategy moving into the future. Incumbent reports to the City Manager.

ESSENTIAL JOB FUNCTIONS:

- Serves as a liaison to the city's service provider and other IT vendors and customers.

- Develops independently and in collaboration with the IT management team the strategic initiatives and plans for future city technology endeavors.

- Adheres to laws, regulations and policies of the City. Follows direction provided by the City Manager.

- Maintains inventory of all equipment, software and software licenses.

- Make recommendations for desktop hardware and software upgrades.

- Ensure standardization and compatibility of desktop technologies office-wide.

- Provide general training in the use of various software packages.

- Manages the Help Desk for City employees.

- Manages contract negotiations and customer relations with vendors.

- Manages special projects as assigned by the City Manager.

- Works independently and collaboratively as a member of the IT management team.

- Assists in the development of back-up and disaster recovery plans; assists in maintaining the security and privacy of the City information and communications systems; assists in the development and monitoring of information systems policies to ensure data accuracy, security, and legal and regulatory compliance.

- Conducts ongoing system audits to evaluate the utility and efficiency of the systems' hardware, software, and communications components and the effectiveness of user training programs in meeting management information needs.

JOB STANDARDS:

Education and Experience
Any combination equivalent to the education and experience likely to provide knowledge and abilities would be qualifying.

Education: Bachelor's degree in computer science, or other relevant field from an accredited college or university.

Experience: Three (3) years of experience in computer systems configurations, analysis, or engineering. Experience working with data and wireless communications, as well as email and voice messaging systems, is a must.

Licenses, Certification or Registrations: Valid Florida driver's license and must be insurable by the City's insurance carrier.

Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification is preferred, but not required.

CRITICAL SKILLS, ABILITIES, & EXPERTISE:

Physical Requirements: Use of both hands with majority of fingers in each hand. 20/40 vision (in at least one eye), and be able to hear and understand and verbally communicate in English at normal conversational levels in a typical governmental office (corrective devices acceptable). Occasional light lifting and/or carrying, bending, stooping, working, standing and pulling. Reasonable accommodation will be made for otherwise qualified individuals with a disability.

Equipment: Computer, office machines, light vehicles.

Skills & Expertise:

- Ability to communicate effectively and professionally both orally and in writing.

- Service-oriented mentality, providing excellent customer service.

- Basic technical skills in support of Windows operating systems.

- Basic technical skills in troubleshooting OS, network and application issues.

- Knowledge of Microsoft operating systems.

- Considerable knowledge of client hardware, software, and associated peripherals.

- Knowledge of voice technologies and solution sets.

- Considerable ability to analyze, trouble shoot, resolve problems related to desktop, remote client, LAN, WAN, and internet environments.

- Ability to communicate clearly and concisely, orally and in writing.

- Ability to make decisions recognizing established guidelines, precedents and practices, and to use resourcefulness and tact in meeting new problems.

ENVIRONMENTAL FACTORS

> *Job Location:* Primary location is within the City of Brooksville's City Hall. Constantly working inside in close proximity to and with regular contact with the City Manager and others.

MARGINAL/SECONDARY JOB FUNCTIONS:

- Performs other reasonably related duties as assigned/directed by the City Manager.

Reasonable accommodations will be made for otherwise qualified individuals with a disability.

_____   _____
Employee Signature   **Date**

_____   _____
Supervisor Signature   **Date**

HR INFORMATION	REVISION DATE: January 13, 2020	
FLSA STATUS: Exempt	EEO CATEGORY:	W/C CODE: 8810
PAY GRADE: 591	SALARY RANGE: $48,547.20 - $74,776.00	