

Human Resources Department

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Date: April 25, 2017

To: Mahesh Sharma, County Administrator

From: Mary J. Thee, Asst. County Administrator/Human Resources Director

Subject: Organizational Change Recommendations - Information Technology Department

An organizational change request to add a Technology Systems Coordinator to the IT Department was submitted outside of the budget process and will be considered per the County Classification and Compensation policy. The justification to doing the organizational changes outside of the budget process is that the Sheriff's Office will realize greater efficiencies and the duties would be more effectively performed through the IT Department.

The budget approved in March anticipated the hiring of the Technology Coordinator for IT. The position will assist departments, especially the Sheriff's office, with the software utilized by deputies to perform their duties. For example the individual would work with deputies to enhance, and improve application systems, data network, radio, and mobile data systems. The job description was developed after reviewing the organizational needs and benchmarking other Iowa governments with similar positions. The full job description is attached for your review. The Hay Committee met on April 14 to review the position. The recommendation after reviewing the position was to establish the Hay points at 332, resulting in a FY17 pay range of \$48,901 (minimum), \$57,533 (midpoint) to \$66,165 (maximum).

Cc: Matt Hirst, IT Director



New 07/17

DRAFT

Scott County Job Description

Class Title: Technology Systems Coordinator
Working Title: Same
Department: Information Technology
Hay Point Value: TBD

Job Summary

Incumbent is the primary technical resource of supported agency(ies)/office(s)/department(s) and is responsible for technology systems support, coordination and analysis, application(s) system setup and configuration, data network systems, phone equipment, mobile data systems and other technology related issues. Maintains close coordination between supported agency(ies)/office(s)/department(s) administration and customers to ensure business process integration of technology systems. Acts as primary resource to supported agency(ies)/office(s)/department(s) in planning, development, and management of technology systems.

Relationships

Reports to: Senior Programmer Analyst
Supervises: Not applicable.
Works with: Information Technology staff, Supported agency(ies)/office(s)/department(s) staff, All levels of county staff and external vendors/organizations.

Physical/Environmental Conditions

Incumbent performs duties primarily in an indoor office environment. This position is on-call 24 hours, 7 days a week as scheduled as needed to respond to technology problems and concerns. Incumbent may be required to drive to remote sites.

Technology Systems Coordinator

Major Duties/Performance Measures

1. Installs, configures, tests, and maintains complex technology hardware and software systems.
2. Analyzes, diagnoses, and independently acts to resolve complex technology system issues and errors.
3. Engages appropriate internal staff or external technology partner(s) in highly complex technical issues after documenting specific issue(s) and assigning priority for resolution. Follows up with customer to ensure issue(s) has been resolved.
4. Coordinates hardware acquisition and repair requests/orders with vendors and supported users.
5. Coordinates and completes software patches, updates, and upgrades with vendors and supported users.
6. Administers application systems, phone equipment, data network, radio system, and mobile data system.
7. Develops programming/configuration changes in response to agency(ies)/office(s)/department(s) business needs. Initiates and documents appropriate code/settings changes, prepares program descriptions and documentation, and prepares operational instructions. Tests and debugs application(s) as necessary.
8. Provides project management for specific technology system projects through entire project scope including budget, planning, acquisition, implementation, launch, and maintenance.
9. Works with supported agency(ies)/office(s)/department(s) representatives to define requests for new developments or enhancements and provides input to management regarding long-range plans including budgetary and business process requirements.
10. Coordinates with purchasing for technology acquisition within agency(ies)/office(s)/department(s) budget. Independently acquires technology from vendor(s) in support of agency(ies)/office(s)/department(s) requirements within budget and up to spending authority.
11. Performs testing of application systems and identifies discrepancies in information processing and business requirements.
12. Provides technical expertise to agency(ies)/office(s)/department(s) and supported organizations.
13. Acts as a liaison between agency(ies)/office(s)/department(s) and supported organizations/users to develop, enhance, and improve application systems, phone, data network, radio, and mobile data systems.
14. Provides status updates on application systems, phone, data network, radio, and mobile data system projects and forecasts future planned usage, limitations, performance, security, and related issues for those systems.
15. Performs other duties as needed and/or assigned.

Technology Systems Coordinator

Background Requisites

Education:

A.A.S. in Computer Science, Computer Information Technology or related field required. Bachelor's degree preferred. Training, education and/or work experience to demonstrate considerable knowledge in the area of application systems in a public safety environment.

Work Experience:

Three to five years of increasingly responsible experience in Information Technology

Essential Skills:

- Must possess operating knowledge of hardware and software including Microsoft windows desktop operating systems, applications, e-mail, and Internet applications. Experience with PC diagnostic utilities and network trouble shooting.
- Must possess a working knowledge of database and client server functionality.
- Ability to effectively listen and communicate in both verbal and written means to assimilate, understand, and share information.
- Ability to establish and maintain effective working relationships with co-workers, supervisor, county staff and vendors.
- Must be able to pass a background investigation.
- Ability to exemplify by his/her actions the County PRIDE philosophy.
- Knowledge of data communication processes and application systems, phone, data networks, radio, and mobile data system design.
- Knowledge of principles, practices, terminology, and trends in application systems, phone, data networks, radio, and mobile data system usages as applied to government organizations.
- Ability to perform application systems, phone, data networks, radio, and mobile data system analysis/programming/configuration work of considerable complexity.
- Ability to coordinate different and potentially conflicting technical and other requirements for supported agencies.
- Ability to establish and maintain professional and effective working relationships with staff, external agencies/organizations and the public.

Technology Systems Coordinator

Physical Ability Requirements:

Incumbent occasionally walks to and from remote sites, up to a city block. Incumbent occasionally required to climb a ladder up to a height of 8 feet. Incumbent occasionally pushes, pulls, lifts and lowers objects weighing up to 70 pounds and moves/carries those objects up to 10 feet. Incumbent occasionally crawls under desks and/or under a raised floor. Incumbent frequently sits or stands while performing responsibilities. Incumbent frequently kneels, bends from the waist and reaches up to 5 feet for objects. Incumbent utilizes small hand tools. Incumbent occasionally performs large percentage of work utilizing a computer keyboard.

Prepared by: _____ Date: _____

Approved by: _____ Date: _____

THE COUNTY AUDITOR'S SIGNATURE CERTIFIES
THAT THIS RESOLUTION HAS BEEN FORMALLY
APPROVED BY THE BOARD OF SUPERVISORS ON

DATE

SCOTT COUNTY AUDITOR

R E S O L U T I O N

SCOTT COUNTY BOARD OF SUPERVISORS

May 4, 2017

APPROVAL OF TECHNOLOGY SYSTEM COORDINATOR IN THE INFORMATION
TECHNOLOGY DEPARTMENT

BE IT RESOLVED BY the Scott County Board of Supervisors as follows:

Section 1. That the table of organization for the Information
Technology Department be increased by 1.0 FTE to allow for the position of
Technology System Coordinator with the Hay Points set at 332.

Section 2. This resolution shall take effect July 1, 2017.