

Salary Schedule	MOU	Benefits
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City of Alameda
Code No. 1670
Approved by C.S.B.
January 24, 2007

TECHNOLOGY SERVICES COORDINATOR

DEFINITION

Under direction provides technology services coordination, facilitates systems and network related integration, coordinates support vendors, provides analysis related to hardware, software and related procedures, and schedules production jobs; operates designated technology systems and all related component equipment including personal computers, telecommunication devices and related peripherals; provides problem determination support and program/procedure maintenance; and performs other related work as required. Actual responsibilities will vary according to assignment.

EXAMPLES OF DUTIES

1. Schedules and coordinates daily work flow of technology services and acts as a contact for system users; coordinates and collaborates with users regarding programming needs.
2. Coordinates work of support vendors.
3. Monitors, maintains security and operates assigned systems.
4. Operates, inputs data and performs program/procedure maintenance on designated technology systems including microcomputers, telephone and communication equipment; provides documentation, testing, implementation and maintenance.
5. Maintains web site content and web browser systems.
6. Initiates file maintenance, preventive maintenance, batch processing, file backup and reporting.
7. Maintains operating methods and procedures as required.
8. Provides support and training to system users including personal computer and telecommunication users on all hardware/software for designated systems.
9. Transports, installs and configures technology related equipment.
10. Maintains departmental equipment inventories.
11. Prepares training materials and conducts classes as needed in a variety of computer applications and uses such as simple Microsoft Office, voice mail, internet usage, web page development, and usage of various City systems and applications available for public access.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

- Education: Graduation from high school supplemented by course work and/or training in technology services.
- Experience: Substantial work experience in the operation and analysis of municipal government and designated technology systems.

Knowledge

Knowledge of current designated technology services, systems, equipment, applications, operations, and peripheral equipment associated with designated technology services; methods, tools and procedures used in the installation, repair, maintenance, enhancement and configuration of designated technology systems, peripheral equipment and work stations; technology support services; designated systems and applications.

Ability

Ability to effectively coordinate and perform designated technology support services and coordinate the work of support vendors; facilitate systems and network related integration, and schedule production jobs; identify and address user needs; prepare and conduct training; operate designated technology systems and related component equipment with speed and accuracy; transport, install and configure peripherals and related equipment; interpret and apply established policies and procedures; interpret and analyze information; draw valid conclusions and project consequences of decisions and recommendations; analyze, troubleshoot and correct technical problems; set priorities, meet deadlines and make sound decisions; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; communicate effectively including effective communication of specialized and technological information to lay users; establish and maintain effective working relationships with employees, vendors and the general public.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

Ability to transport and install computers and related equipment involving physical dexterity, moderate lifting and carrying of up to 50 pounds.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.