

## INFORMATION TECHNOLOGY PROJECT COORDINATOR I

### NATURE AND VARIETY OF WORK

This is entry-level professional, technical, and administrative work in planning the implementation of information systems for assigned County departments. Incumbent performs routine work as liaison between County departments, management, and the information technology solution providers. Assignments extend to providing technical research and assistance to the user agencies; troubleshooting problems of a technical and administrative nature to ensure smooth operations; and coordinating project activities. Work is performed under close supervision of a higher level Information Technology Project Coordinator, or designated supervisor, and is evaluated in terms of accuracy, completeness, and adherence to policies and procedures.

Upon the satisfactory completion of a probationary period, entry-level incumbents may be non-competitively promoted to the II full performance level at management's discretion.

### EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Assists with compiling project status reports, coordinating schedules, meetings, and facilitating the resolution of technical problems.

Ensures information technology activities are in compliance with policies and procedures.

Recommends the replacement of obsolete technology and the automation of manual processes.

Collects and presents information on information technology business solutions.

Assists in the development of operational instructions and procedures manuals.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Basic knowledge of project management practices.

Basic knowledge of project management software.

Ability to analyze and document business processes.

Ability to assess the capabilities and requirements of various information technology systems, hardware, software, and technology.

Basic knowledge of various information technology disciplines, i.e., networking, security, and telecommunications.

Ability to work independently and as a member of a team.

Ability to communicate effectively, both orally and in writing with internal and external customers.

Ability to demonstrate excellence in customer service.

### MINIMUM QUALIFICATIONS

Bachelor's Degree in information technology, business or public administration, or a closely related field; or an equivalent combination of education, training, and experience.