

INFORMATION TECHNOLOGY PROJECT COORDINATOR II

NATURE AND VARIETY OF WORK

This is full performance 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 general 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.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Compiles and submits project status reports, manages meetings, and coordinates schedules and 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.

Evaluates existing or proposed information technology business solutions.

Collects and presents information on information technology business solutions through research and analysis.

Coordinates meetings with agencies to assess and resolve technical and administrative system problems.

Drafts 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 KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of project management practices.

Knowledge of project management software.

Knowledge of the capabilities and requirements of various information technology systems, hardware, software, and technology.

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

Ability to analyze and document business processes.

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, plus at least one (1) year of information technology experience; or an equivalent combination of education, training, and experience.