

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Systems Coordinator</u>
Sch.& Grade	<u>PAT-7</u>
Class Code	<u>CI12</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Computer Technical</u>

PRIMARY PURPOSE:

To provide routine, appropriate Network maintenance and management. Provides operational and user training to staff members on Network systems and equipment. Develops and maintains relationships with appropriate agencies for data and resource sharing and goodwill.

SUPERVISION:

Under general supervision of the assigned department director or supervisor. Some departments include supervising assigned computer support personnel including Office Administrator position.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Assists in planning, coordination and ongoing maintenance of Local Area Networks and Wide Area Network and Mobile Data Systems, relationships to meet current and future electronic needs for the assigned department.
2. Analyzes user requests and identifies individual and department needs, including recommending appropriate action to be taken including making technical decisions.
3. Coordinates with outside agencies regarding needs of sharing data including electronic communications connection, training needs and/or any other related issues.
4. Coordinates the resolution of hardware, software system and network problems including contacting support or repair personnel when required. This includes establishing and maintaining strong coordination linkages with the City's Information System Administrator and support unit as needed for assigned department.
5. Performs Network Management functions of user account maintenance; Network security and file protection; daily operation of the Network(s); and system back-ups.
6. Anticipates future communications systems needs including consulting with users, researching alternatives, and gathering information.
7. Provides for necessary training for staff including operational procedures for the Network(s); communications equipment, systems, and/or services. Including manual and training materials updates.
8. Performs network trouble shooting to assure that hardware and software resources satisfy user needs.
9. Maintains information on the Network layouts and configuration.
10. Maintains user, software, and equipment information for maintenance logs.
11. Performs periodic virus and storage problem preventive maintenance.
12. Travels to off-site locations to develop partnerships with appropriate area agencies.
13. Plans, coordinates, schedules and conducts training for designated alternate to assure efficient operation of the Network(s) in the absence of the Systems Coordinator.
14. Attends meetings, training sessions, and conferences on a local and out of area basis as necessary.
15. Monitors current communications systems performance and utilization, including evaluating current systems design, and makes recommendations for change to better meet user needs, improve operational efficiency, and increase cost effectiveness.
16. Reads, studies, and interprets technical manuals, periodicals, and other information relating to communication systems.
17. Identify automation and communications procurement needs, to include capital purchases and recommends appropriate procurement actions.
18. Travels to off-site locations to perform support functions.

IMPORTANT FUNCTIONS:

1. Initiates contacts with appropriate agencies to develop data and resource sharing partnerships. (These agency relationships include the City, JDT, DED, DES, DESE, et. al)

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Comprehensive knowledge of Local Area Network administration including daily operation and maintenance, user training and trouble shooting in a WINDOWS environment; basic knowledge of partnership building techniques and Continuous Quality Improvement practices; basic knowledge of communication systems equipment; a familiarity with communications hardware including modems, hubs, routers, network interface cards, digital carrier systems, digital PBX's, LANS/WANS, servers, PC's, and other network components is desirable.

Abilities

Effectively plan, coordinate installation, and maintenance of the Department's Local Area Network(s); work independent and make sound judgments and recommendations; effectively train users on the Network; follow oral and written instructions; communicate effectively with associates, general public and partnership agencies; keyboard proficiently and accurately; follow oral and written instructions; communicate effectively and courteously with associates and the general public; model and promote acceptance and respect for differences among employees and citizens; performs effectively as a member of the team in carrying out the City's stated mission and philosophy; performs the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Graduation from an accredited college or university with a Bachelor's Degree in Computer Information Systems, Business Administration, Industrial Technology, Electrical Engineering, or a related field with a minimum of 12 hours of course work in a computer discipline, plus two years experience in a computer field. Directly related work experience in Network Administration or multi-user systems may be substituted for the education requirements on a year-for-year basis.

Physical Requirements

Performs bending, squatting, kneeling, sorting, and reaching to both ground level and overhead; lifts, carries, pushes and pulls up to 40 pounds; holds and grips objects; must have the ability to operate computer systems as well as disassemble and reassemble computer system components.

Working Environment

Primarily indoors with heating and cooling regulated in a general environment; may be subject to extreme weather conditions, dust, and pollen when traveling to off-site locations.

Licensing/Certification

None Required

Miscellaneous Requirements

Must successfully complete specialized network administration training as assigned. If operating a motor vehicle during the course of performing job duties, must possess a valid Missouri Motor Vehicle Operator's License.

Last Revision:	February 21, 2012	GENERAL ORDINANCE NO. 4489
Comments:	Updated Abilities	Date: January 23, 1995

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____