



WORKING TITLE: OFFICE COORDINATOR/HELPDESK	CLASSIFICATION: OFFICE COORDINATOR/HELPDESK
DEPARTMENT: INFORMATION TECHNOLOGY	DIVISION: INFORMATION TECHNOLOGY
PAY RANGE: OPEU19	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIRMENTS: ATTACHED	WORKERS COMP CODE: 8810
PPE: PER WORK LOCATION	REVISION DATE: MAY 2014

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

The IT Office Coordinator is responsible for certain day to day operations of the Information Technology offices. These operations include; handling of service requests called in by systems users, fiscal operations including the creation of purchase orders and processing of invoices and payments, tracking and reporting of hardware and software inventory across all county organizations, and general support of all Information Technology staff. A key component of this position is working closely with the Desktop Support Technician in scheduling repairs and hardware/software installations for the various users and departments throughout the county. This position also works with users to assist in the resolution of desktop software operations, and answer questions related to the ongoing support of IT operations in general – such as computer and printer operations. This position will support minor level computer network operation issues, as well as support software operations questions. Further, when a call comes in from a user, this position will either reasonably handle the situation or assign the task to another member of the Information Technology Division. This position will consist of a substantial degree of communications – both written and verbal – with users, managers at all levels of the organization, and external vendors or other contacts.

SUPERVISION RECEIVED:

Reports to the Information Technology Manager. Works closely with all IT staff in scheduling requests from users and managers such as repairs, installations, and other issues with IT operations. This position is expected to be self-starting, self-motivating, and exercising significant responsibility for providing excellent customer support.

SUPERVISION EXERCISED:

None. May be required to coordinate some duties of staff in the absence of the Information Technology Manager.

DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

1. Serve as the frontline point of contact for the department in supporting system users. Take customer requests and either resolve the request, or assign the task to the appropriate IT staff person. Receive and respond to incoming calls, e-mails, or pages regarding hardware and PC problems
2. Manage and track the overall inventory of computers and peripheral equipment across the entire county organization.
3. Support the financial operation of the department and other associated entities. Monitor budget versus actual performance and advise the Information Technology Manager of the status of account and fund status.
4. Performing initial (and remote) diagnosis, analysis, and resolution of PC problems for various end users. Implement and recommend corrective hardware solutions when able to.
5. Provide limited backup network support as needed, and perform the more basic functions of network administration and security changes when needed.
6. Imaging applications support. User setup and security. Work jointly with the imaging implementation team to assist in putting imaging applications in place with various user departments.
7. Support the county-wide facilities security system. Create identification badges and program the system for new or retired badges as needed.
8. Perform purchasing for the department and other associated entities. Create purchase orders, monitor available funds, and process invoices for payment as per county policies. Obtain hardware, software or other equipment quotes as needed.
9. Perform general office administrative duties such as correspondence, coordination of staff availability, vacation scheduling, invoice processing, grant tracking, coordination with other entities related to County IS such as YCOM Radio Shops and the City of McMinnville IS department, timesheets and/or payroll hours, and accounts receivable billing and processing as needed. Coordinate and process Accounts Receivable deposits.
10. Perform limited server operations. Restore files as requested. Expand to include server operations. Restarting hardware, file restores, initiation and termination of services.
11. Maintain system security for the County financial system, implement changes as approved by the finance manager. Perform the duties of the PERS electronic data exchange administrator.
12. Be a high energy, enthusiastic problem solver. Search for solutions to complex technical issues, and be able to communicate with non-technical customers.
13. Maintain tracking systems to ensure compliance with software licensing requirements for the county.
14. Performs other duties as assigned.

JOB SPECIFICATION

KNOWLEDGE OF:

- Desktop systems hardware and software management.
- Current and future practices, terminology and principles of information technology.

- Local and wide area networking principles and operations.
- Organizational procedures in tracking and maintaining a large number of assets.
- Confidentiality rules related to the operation of county functions and network information.
- Customer service practices that are required to meet and exceed end-user expectations.
- Administrative office procedures and practices.

SKILL IN:

- Oral, written, and one-on-one communications with technical and non-technical users.
- Diagnosing, understanding, and problem solving related to complex computer systems and operations.
- Organizing objectives, and prioritizing work.

ABILITY TO:

- Quickly analyze operational issues with complex computer equipment.
- Interpret non-technical communications in order to serve customers with skill and professionalism.
- Maintain cooperative and effective working relationships with other employees, supervisors, and the citizens.
- Perform administrative tasks, including documenting via electronic systems.
- Function in a team environment.

MINIMUM EXPERIENCE AND TRAINING:

High school diploma and two years of experience in IT support services, with a demonstrated ability to solve the most complex desktop support issues. Course work in computers and information systems may be substituted for experience. College, business school or specialized training is preferable. Any satisfactory equivalent combination of experience and training which insures ability to perform the work will be considered.

OTHER REQUIREMENTS:

Ability to acquire transportation to and from work, and to meetings/trainings as required. Also, successful completion of a background check and CJIS/LEDS certification is mandatory.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The employee typically works in an office environment and uses a computer(s), test equipment and software, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical that of an office. This position will sometimes require work in other office areas and locations. Respect for and understanding of those various work environments is necessary. Work may involve travel for training and meetings from time to time. The employee may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear, frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend, push, pull and lift up to 20 pounds regularly and 30 pounds occasionally.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requirements are representative, but not all inclusive, of minimum levels of knowledge, skills, and abilities. To perform this job successfully, the employee must be able to perform each essential duty satisfactorily.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.