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FLSA: exempt
Probation: 12 months

CLASS SPECIFICATION

TECHNOLOGY COORDINATOR
OPTION A) Enterprise Infrastructure
OPTION B) Business Systems and Integrations
OPTION C) Regional Services - GIS
OPTION D) Customer and Enterprise Solutions
OPTION E) Project Management Office

DEFINITION

Under general supervision, works across groups, aligning internal team members and external stakeholders while serving as project manager for multiple technology projects; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in information technology or a closely related field AND four years of experience in information technology project planning, development and implementation; OR an equivalent combination of related education and experience.

LICENSE OR CERTIFICATES

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

May exercise direct supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*
All Options:
Plan, coordinate and supervise assigned staff within divisions of Technology Services by monitoring and evaluating work, monitoring project development, and evaluating work processes to identify areas for process improvement.

Provide direction to staff and serve as project manager for multiple projects, which includes needs assessment, project planning, cost estimates, analysis, design, testing, conversion and implementation.

Supervise the work of assigned staff, which includes staff training and development, staffing recommendations, scheduling, evaluation of performance and recommendations for discipline; approve staff time and leave requests; oversee timely response and completion of work orders; participate in hiring activities.

Develop and monitor project budgets, to ensure adherence to specifications and avoid over expenditures; develop RFP or bid specifications. Review and evaluate submittals and make recommendations for purchase.

Serve as liaison between vendors, County staff, departmental representatives, internal divisions and external agencies to enhance communications and ensure the timely completion of projects.

Gather data, analyze business processes and evaluate options and develop alternatives, including justifications for the deployment of information technology.

Develop comprehensive reports and make presentations to department management, user departments, internal committees and external agencies.

Research new information technologies and develop strategies for the implementation of an evolving technical architecture.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner which does not expose them or others to unnecessary harm or risk of on-the-job injury.

PLUS
Option A (Enterprise Infrastructure):
Manage and set priorities for the design, maintenance, development and evaluation of all network systems including LAN's, WAN's, Internet/Intranet, wireless communications and phone technologies.

Develop and maintain hardware and software standards for highly reliable and high performing systems.

Manage network, phone, server and security planning to achieve and maintain a highly reliable, performing and secure technology environment.

Develop disaster recovery plans to restore County systems and networks following business interruption.

OR
Option B (Business Systems and Integrations):
Maintain an application portfolio that identifies production applications to review and analyze for meeting the needs of the departments.

Manage the development and deployment of new applications and enhancements to existing applications.

Design, develop, and install enhancements and upgrades to systems and applications.

OR
Option C (GIS Technology):
Participate in design of new GIS analysis methodologies, applications, systems and strategies.

Coordinate and administer acquisition of satellite imagery and digital elevation data and incorporate the necessary updates to the GIS databases.

Provide GIS guidance and support to the departments and be the primary point of contact for GIS related issues.

Oversee technical support for the e911 Dispatch system; coordinate meeting agendas, and prepare budgets and staff reports for the e911 Emergency Response Advisory Committee.

OR
Option D (Customer and Enterprise Solutions):
Establish and enforce Help Desk service level agreements in consultation with end users to establish problem resolution expectations and timeframes.

Analyze performance of Help Desk operations and performance and implement process improvements.

Conduct research on emerging products, services, and standards that improve technology use by the departments. Be the point of contact for the procurement of new systems technologies and oversee the installation and adoption by end users.

Create and implement strategies for records storage, security, longevity and ongoing preservation.

Formulate and execute plans for records retention and disposal, including business documents and any other documents classified as a record of business transaction.

OR

Option E (Project Management Office):
Oversee, coordinate, and centralize the management of all current projects within the Technology Services Department.

Manage the County's technology portfolio.

Coordinate with contractors and vendors, monitor worksites and review and make corrections on projects.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

All Options:
Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:
Departmental and Countywide personnel policies.

Organizational structure, systems, and functions of Washoe County and local governments.

Countywide and departmental policies and procedures.

Ability to:
Implement work methods and procedures which promote a safe working environment for staff.

Assess work productivity and assign work to staff.

Perform the requirements of the job with limited supervision.

All Options:
Entry Level *(Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.)*

Knowledge of:
Principles and practices of management, supervision, and mentoring staff.

Principles, theories and methods of information technologies.

Project planning and management techniques.

Current developments, trends and practices of Information Technology.

Project management principals, tools, and reporting formats identifying and aligning resources to multiple tasks and maintaining timelines.

PLUS
Option A (Enterprise Infrastructure):
Principles and practices of designing and maintaining networks, servers, phone systems, and cybersecurity.

Disaster recovery and continuity of operations planning.

County electronic security and video surveillance technologies.

OR

Option B (Business Systems and Integrations):
Establishing application performance requirements and service level objectives with County departments.

Modeling business processes to identify areas for improvements

Interfaces between County and Regional applications.

OR
Option C (GIS Technology):
Principles, theories, and methods of Geographic Information Systems.

Spatial database management concepts and structures.

OR
Option D (Customer and Enterprise Solutions):
Office technology in use throughout the County.

All Options:
Ability to:
Coordinate systems, functions and staff to meet user needs and produce cost effective products.

Lead multiple, simultaneous projects to meet multiple deadlines.

Perform a variety of complex analytical studies.

Establish and maintain effective working relationships with management and elected officials, contractors, user departments, departmental staff, clients, vendors and other agencies.

Analyze data, conceptualize and make appropriate recommendations.

Communicate effectively and concisely, both orally and in writing.

Write reports, prioritize projects and handle multiple tasks concurrently.

Make effective presentations.

Establish and maintain effective, professional relationships with all customers, internal and external.

Develop and apply technology policies, and procedures.

PLUS
Option A (Enterprise Infrastructure):
Troubleshoot complex networks, computer systems, and cybersecurity issues.

OR
Option C (GIS Technology):
Perform difficult and complex GIS professional and technical work including spatial relational database development and complex application design.

Analyze and resolve problems with complex land based data systems involving interdepartmental and inter-agency interaction.

SPECIAL REQUIREMENTS (*Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office environment. Ability to lift and carry objects weighing up to 25 lbs.

This class specification is used for classification, recruitment and examination purposes.   It is not to be considered a substitute for work performance standards.