

INFORMATION SYSTEMS COORDINATOR 3**Nature of Work**

Under limited supervision, performs supervisory and advanced level technical work installing, maintaining and supporting desktop computers, and/or Local Area Network/Wide Area Network(LAN/WAN). Performs supervisory functions in overseeing staff in information technology. Evaluates and resolves operational and equipment problems, develops operation standards, coordinates new software installations with related data processing units and users, conducts cost analysis of equipment and directs training of backup operations and users. Oversees the maintenance and upkeep of hardware and software and is responsible for maintaining systems operations by troubleshooting problems, determining whether the problem is user error, software error or hardware error; correcting errors quickly or replacing equipment to minimize downtime. This position requires some travel. May participate in a 24-hour call schedule. Performs related work as required.

Distinguishing Characteristics

The Information Systems Coordinator 3 performs supervisory duties and performs complex technical work where familiarity of the agency and multiple applications allows the incumbent to perform independently.

Examples of Work

Supervises and trains subordinate technology staff.
Coordinates and/or delegates activities of staff members in information technology; assigns tasks, monitors the overall progress, and reviews work upon completion.
Provides on-site and remote technical support for personal computers, laptops, and other peripheral computer equipment; installs and supports local area networks (LAN) equipment including routers, switches, controllers, cabling, network and local printers; uses diagnostic tools and/or monitoring software to identify problems; contacts vendors for technical assistance on repairs/upgrades as necessary.
Discusses information processing strategies with superiors; makes recommendations for purchase of personal computers, peripherals, software, and related items; solicits information and bids from vendors.
Instructs users by phone and email on solutions for hardware and software problems; supports users with technical and system problems relating to network access, printer access, and operations for local area network (LAN) and mid-range computers in a division or agency.

INFORMATION SYSTEMS COORDINATOR 3 (CONT'D)**Examples of Work (cont'd)**

Troubleshoots and maintains connectivity between multiple locations of a wide area network (WAN); assures operational connectivity for personal computers.

Removes old equipment and installs replacement equipment.

Installs/maintains network components, computer hardware, and multiple applications for agency/division/location; tests new hardware and software.

Documents work activities in call tracking system

Assists in the configuration of computer networks including servers; includes design of wiring and electrical plans for personal computer networks, telecommunications, faxes and copiers.

Tests workstations supplied by vendors to determine compatibility with current hardware and software.

Uses internet reference sites for troubleshooting hardware and software problems.

Uses error logs in servers and switches to verify proper operation and to troubleshoot problems.

Attends training classes for new technologies and new systems.

Plans and conducts one-on-one or group training on computer applications, operations, systems and on proper use of computer equipment; develops training modules and instructional materials for user training.

Maintains detailed inventory of hardware and software.

Performs back-up and recovery procedures.

May prepare requisitions for hardware, software and/or maintenance to be placed on bid or for purchasing.

Knowledge, Skills and Abilities

Knowledge of the functions and operations of the agency to which assigned.

Knowledge of the principles and practices of information technology.

Knowledge of personal computing.

Knowledge of equipment involved in operating a personal computer or LAN/WAN.

Knowledge of backup and recovery procedures.

Ability to plan, assign, and coordinate the activities of others.

Ability to understand technical manuals and apply the methods to correct personal computer or LAN/WAN operational problems.

Ability to maintain accurate detailed records according to a prescribed format.

Ability to analyze test data and results.

Ability to establish and maintain effective working relationships with other employees.

Ability to prepare clear, comprehensive and accurate reports.

INFORMATION SYSTEMS COORDINATOR 3 (CONT'D)

Minimum Qualifications

Training: Successful completion of twelve semester hours of computer science from an accredited college or university.

OR

Successful completion of an information technology, networking, electronics, computer science, computer programming or data processing program of at least 1080 clock hours from a secondary vocational or technical school, commercial college or school of comparable level.

OR

Successful completion of industry recognized authorized/certified personal computer or server support, LAN administration, network service/support and/or network.

Substitution: One year of full-time or equivalent part-time paid experience in providing direct personal computer support, computer programming, systems development, or sale and/or installation and testing of terminals or personal computers and peripherals may be substituted for the required training.

Experience: Four years of full-time or equivalent part-time paid experience in micro computer programming, data job coordination, user/systems development, or the sale and/or installation and testing of terminals or personal computers and peripherals.

Promotional Only: Two years of full-time or equivalent part-time experience as an Information Systems Coordinator 2 in a state agency.

Established: 4/21/05

Effective: 6/1/05