

INFORMATION TECHNOLOGY ADMINISTRATIVE COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of diversified tasks in support of the managerial and administrative functions of the Department of Information Services. In many instances, the work of an employee in this class serves as the basis for administrative decisions. The incumbent will be responsible for performing and/or overseeing a broad range of tasks, such as maintaining personal computers (PC) and PC related inventory equipment for County departments, help desk monitoring and level-1 technical support calls, training of end users, monitoring contract compliance and warranties, payroll/timekeeping supervision as well as other assigned duties. Work is performed under the supervision of the Director of Information Services with leeway for independently performing most duties of the position. An Information Technology Administrative Coordinator does related work as required.

TYPICAL WORK ACTIVITIES:

- Represents Director of Information Services to act as liaison with vendors, consultants, public, County management and employees to provide or obtain accurate information;
- Maintains PC and PC related equipment inventory and prepares PC billing;
- Supervises and maintains records of operational expenses and revenue, updating departmental budget spreadsheets, matching same to countywide financial application;
- Coordinates and monitors all County equipment requests for lease/purchase relating to technology related equipment, including quotes, requisitions, purchases, returns, replacements, warranties, payments, maintenance and contractual documents to ensure accurate compliance with all related lease/purchase;
- Tracks and logs all incoming/outgoing correspondence and prepares general correspondence, reports, and meeting minutes for the department and various committees, utilizing computer software and e-mail programs;
- Maintains department electronic and paper file plan (creating folders, scanning files, filing electronic records and filing paper copies);
- Coordinates and assists in basic Help desk calls for the Department of Information Services;
- Schedules meetings, conferences and appointments and briefs Director of Information Services subject matters prior to meetings;
- Assists in preparation of department operational expenses and revenue;
- May be available as back-up to instruct new employees as well as Help Desk personnel, as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES: Thorough knowledge of office terminology, procedures and equipment; thorough knowledge of modern methods used in keeping and checking financial records and reports; good knowledge of administrative and managerial functions involved in departmental operations; good knowledge of business arithmetic and English; good knowledge of customer service and satisfaction record keeping and complaint tracking; ability to prepare accounting and budgetary spreadsheets using a variety of computer programs; ability to readily acquire familiarity with departmental organization, functions, laws, policies and regulations; ability to present ideas clearly, both orally and in writing; ability to establish and maintain effective working relationships with others; initiative

and resourcefulness; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Either:

(A) Graduation from a regionally accredited college or university or New York State registered college or university with a Bachelor's Degree or higher and one (1) year of experience in network administration, information systems management, or computer programming; or

(B) Graduation from a regionally accredited college or university or one accredited or New York State registered college or university with an Associate's Degree and three (3) years of experience as described in (A) above; or

(C) Graduation from high school or possession of an equivalency diploma and five (5) years of experience as described in (A) above; or

(D) An equivalent combination of training and experience as described in (A), (B) and (C) above.

CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 6/24/15