



COMPUTER SUPPORT COORDINATOR
FLSA: NON-EXEMPT
Grade 25 \$46,226.97 - \$73,963.15

GENERAL DEFINITION

The primary purpose of this function is to manage the processes supporting the Help Desk, providing the appropriate identification, assigning the appropriate resolver, and tracking to closure issues or service requests. Coordinates the processes to maintain the operational readiness of the IT assigned application systems, infrastructure (Local Area Network, Wide Area Network, and phone systems), and desktops.

ESSENTIAL JOB DUTIES

The list of duties and functions, as outlined herein, is intended to be representative of the type of tasks performed within this classification. They are not listed in any order of importance. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Assigns, Tracks, and responds to all IT service/support requests via the Service/Support Request system.
- Provides physical or systems access to resolvers to enable them to address software, hardware, and other technology-related issues or support. Provides, where necessary, institutional awareness or knowledge regarding staff or software or hardware.
- Responsible to work with the manager to establish and use a process to review and analyze service requests, and issues, on a daily, weekly and monthly basis to proactively identify patterns and correlate events to improve quality of service.
- Develop, and use, a process to support all the Departments and HR to manage Workforce Lifecycle. The primary function is to create, modify, and disable accounts and access control to the City's systems
- Develop, and use, a process to ensure that employee information is correct and actual in all the City's systems.
- Responsible to work with the manager to establish and use a process to ensure the ongoing operational readiness of the IT assigned application systems, infrastructure (Local Area Network, Wide Area Network, and phone systems), and desktops

COMPUTER SUPPORT COORDINATOR

FLSA: NON-EXEMPT

Grade 25 \$46,226.97 - \$73,963.15

- Supplies public request information and maintain the confidentiality of data.
- Responsible to work with the manager to establish, and regularly use, a process and the necessary internal controls to ensure that all critical electronically stored data is properly backed up in an industry compliant facility in accordance with the appropriate City policy.
- Responsible for processing Purchase Requisitions, Purchase Orders and Invoices for all IT related items (maintenance, support, supplies).
- Responsible for maintaining a current inventory of all City computer hardware and software in an easily accessible and shared electronic format
- Assigns and tracks, via Service Request system, to closure the installations, repair, and replacement of desktops and related software products with the appropriate resolvers.
- Establish with the manager, and regularly use, a process to ensure that all desktops and servers are regularly being applied to Microsoft updates.
- Coordinates end-user awareness and communications regarding regular/ongoing or emergency systems maintenance for desktops and servers.
- Document all changes to the environment (Servers, Hosted systems, LAN, WAN, Desktops, etc.) in the ITS centralized document management facility. This includes, but is not limited to, new procedures, configuration changes either to add functions, equipment or to resolve a problem.

KNOWLEDGE, SKILLS & ABILITIES

- End-to-End knowledge of the City's systems architecture (Infrastructure, software, applications, and interfaces) and IT process to support the City's operations.
- Strong process orientation, with an ability to manage IT processes and identify process deficiencies, including vendors, and recommend improvement alternatives in a largely outsourced IT environment.
- Ability to analyze, prioritize and coordinate activities or tasks for end-users in various departments with potentially conflicting deadlines and limited resources.
- Ability to identify applications and systems deficiencies, identify potential consequences and recommend improvements to staff or vendors.

COMPUTER SUPPORT COORDINATOR
FLSA: NON-EXEMPT
Grade 25 \$46,226.97 - \$73,963.15

- Ability to establish and maintain effective working relationships with department heads, managers, and employees.

MINIMUM ACCEPTABLE EDUCATION, TRAINING & EXPERIENCE

Bachelor's Degree in Information/Computer Technology or related field with 5 years' experience in troubleshooting, maintaining, instructing, and supporting end-users in various types of computer technology.

PHYSICAL REQUIREMENTS

The City of Oakland Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Oakland Park will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of lightweight (5-15 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors. Some tasks require visual abilities. Some tasks require oral communication ability.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the abilities and aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat of significant risk to the health or safety of themselves or others. Requirements are representative of the minimum level of knowledge, skills, and ability.

COMPUTER SUPPORT COORDINATOR
FLSA: NON-EXEMPT
Grade 25 \$46,226.97 - \$73,963.15

I _____ have read and acknowledge receipt of the job classification.

Employee signature

Date