

**Information Technology Coordinator  
Office of City Administrator**

**Class Title:** IT Coordinator  
Office of City Administrator

**FLSA Status:** This is an exempt position.

**Class Definition:** Working under the direct supervision of the City Administrator or their designee, the incumbent performs difficult and complex information technology projects.

**Distinguishing Features of Work:** The IT Coordinator performs a variety of complex supervisory, administrative, and technical work in the development, installation and maintenance of office automation systems and provides leadership and direction in the development of short and long range plans and projects with regard to the same.

**Examples of Work:** (Note: The following examples of work are only illustrative of the kind of work to be performed by persons of this class and are not intended to be all-inclusive or exclusive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.) This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Initial projects will include the following:

- Manages the selection and implementation of an upgrade or replacement of the Enterprise Resource Planning (ERP) software system;
- Participates in technical projects such as writing equipment specifications or developing computer programs for specified applications;
- Prepares and solicits proposals for hardware and software solutions;
- Prepares a variety of studies, reports and related information for decision-making purposes;
- Prepares progress reports to inform management of project status and deviation from goals;
- Consults with management to determine the boundaries and priorities of information, data processing, and office automation project requirements of various departments and to discuss system needs;
- Assures that assigned areas of responsibility are performed within budget; performs cost control activities;
- Upgrades and implements hardware and software as decided;
- Revises computer operating schedule to introduce new program testing and operating runs;
- Coordinates with management staff, support staff, technical personnel, or vendors to solve problems as they occur;
- Reviews reports of computer and peripheral equipment production, malfunction,

- and maintenance to ascertain costs and plan operating changes;
- Gathers, interprets, and prepares data for studies, reports and recommendations; coordinates department activities with other departments and agencies as needed.
  - Provides professional advice to supervisors; makes presentations to supervisors, boards, commissions, civic groups and the general public;
  - Assists staff to diagnose and solve computer equipment problems; and
  - Assists in training staff in the use of computer hardware and software.

**Tools and Equipment Used:** Electronic Resource Planning (ERP) hardware and software; e-mail system hardware and software; security equipment hardware and software; parking equipment hardware and software; electronic payment hardware and software; personal computer (including tablet computing), including word processing and spreadsheet; and data base programs;

**Physical Demands:** 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will almost always work indoors. The noise level in the work environment ranges from quiet to moderately loud.

**Necessary Knowledge, Skills, and Abilities:** The incumbent must possess considerable knowledge and experience in computer programming, database administration, systems analysis, and enterprise-wide system design. The incumbent must possess considerable knowledge of IT infrastructure components and their operation. The incumbent must possess knowledge of governmental organizations (preferably municipal government), and should be familiar with the implementation of ERP systems. Knowledge of accounting and governmental budgeting is strongly preferred. Strong communication skills and the ability to train others in complex information technology areas are a must. Skill in operating the listed tools and equipment; Ability to prepare and analyze complex reports; ability to maintain efficient and effective automated systems; ability to develop simple software programs; ability to install and troubleshoot PC systems; ability to

effectively supervise staff; ability to establish and maintain effective working relationships with employees, city officials; ability to communicate effectively orally and in writing.

**Qualifications Required for Appointment:** Ideal candidate will possess bachelor's degree in computer science or management information systems with a minimum of 5 years of management level information technology experience OR a master's or doctorate degree in computer science or management information systems with a minimum of 2 years of management level experience; or any equivalent combination of education and experience. No felony convictions or disqualifying criminal histories within the past seven years. Must possess, or be able to obtain by time of hire, a valid Pennsylvania driver's license.

**Work Schedule:** Per established departmental policy.

*Revised: 5/3/12*