

## JOB DESCRIPTION

### Essex County, VA

Job Title	<b>IT Coordinator</b>
Department	Technology Department (IT Department)
Category	Full Time
FSLA	Non-Exempt
Pay Grade	
Report to:	Director of Technology
Supervises:	NA

#### **JOB SUMMARY/PURPOSE**

This position performs responsible technical and administrative work in assisting the County's Staff with using computers, information technology and data resources and systems. The position assists in implementing network administration, website administration, social media programs, email administration. The position serves as the help desk contact to fix problems and install systems as needed. The IT Coordinator is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

#### **ESSENTIAL JOB FUNCTIONS**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. 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.)*

- Works with all departments to resolve problems with information systems, email, hardware and software;
- Installs hardware and software for new employees and sets them up in the email and networked systems for their office;
- Assists with network administration, webpage administration, systems administration and end user support for the County's offices;
- Assists with network infrastructure, security, and compliance of various hardware/software, updates the systems and hardware and software as directed;
- Assists with accurate hardware/software licensing inventory;
- Installs technological hardware (routers, servers, workstations, printers and other various hardware);
- Serves as first contact for help desk type of questions for all departments;
- Provides staff training on the use of County hardware, software, and the use of the website;
- Assures timely updates and resolves technical issues regarding the operation of the County website;
- Monitors and updates website, develops fillable forms for the website, trains other on how to update their department page;
- Manage email system for the County, add and delete staff as needed with appropriate security;
- Ensures that all work is conducted in a safe manner and all work safety practices are followed;

- Performs similar or related work as required, directed or as situation dictates;
- Assists other department staff as needed to promote a team effort to serve the public;
- Continues training; keeps current with email, network and website administration;
- Consistent on-site and on-time attendance is essential for this position based on assigned schedule.

## **MINIMUM REQUIREMENTS TO PERFORM WORK**

### Education and Experience:

- Associate degree in Computer Science or related field or any equivalent combination of education, training and experience that provides the requisite knowledge, skills and abilities for this job, plus over two years of experience with information systems, computers, hardware, software, emails and website.

### Licenses or Certificates:

- Valid driver's license
- Certifications in various Microsoft software, Wide Area Networks, Local Area Networks, web development preferred

### Knowledge, Skills and Abilities:

- Knowledge and understanding of the principles of establishing a secure email system;
- Knowledge of electronic form creation and of the related software needed;
- Knowledge of the proper formatting and layout needed for correspondence, reports, charts, graphics, and other similar items necessary for a professionally modeled website;
- Knowledge of HTML, creation of documents and web pages;
- Knowledge of worldwide web practices and procedures such as e-mail, and FTP, and a working familiarity of the graphic design process;
- Knowledge of graphic design/paint program software (e.g., Photoshop) to be used with the Internet including, but not limited to, gif and jpg files;
- Ability to communicate effectively and tactfully with application personnel and end users;
- Ability to use analytical techniques in a dynamic environment while performing in an efficient and effective manner;
- Knowledge of database management systems for data entry procedures;
- Ability to acquire working knowledge of regulations, legal requirements, and procedures of assigned office;
- Ability to maintain confidential information
- Ability to establish and maintain working relationship with County Staff and vendors;
- Ability to prioritize and organize work assignments to meet established deadlines to complete tasks efficiently and accurately and ability to multitask;
- Ability to understand and follow oral and written instructions;
- Ability to communicate effectively, both orally and in writing;
- Ability to use Windows-based software and data base systems (e.g. Word, Excel, and power point, financial systems, etc.);
- Ability to maintain motivation, composure, and self-esteem in stressful situations.

## **Physical and Mental Requirements:**

### Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions-when driving		X		
Work in high, precarious places		X		
Work with toxic or caustic chemicals	X			
Work with Dust or airborne particles		X		
Work near moving mechanical parts	X			
Risk of electrical shock			X	
Vibration	X			
Equipment Used – Computers, office equipment, printers, phone, wiring and cables for computer set up, small hand tools				X

### Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking		X		
Sitting			X	
Talking & Hearing			X	
Using hands/fingers to handle/feel				X
Climbing stairs, occasional ladder		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms				X
Tasting or smelling	X			
Bending, pulling, pushing library cart		X		
Other-Driving		X		
Other-moving and connecting computers		X		

### Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

### Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three-dimensional vision, ability to judge distances and spatial relationships)

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change).*