



Job Code: 0051
FLSA: NE
Unit: PCEA
Revised: 8/98

INFORMATION SERVICES COORDINATOR I

DEFINITION

This is the entry-level professional position. Under general direction from the Information Services Manager, the Information Services Coordinator I provides technical support to staff related to installing, repairing and maintaining software, hardware and networks of various platforms.

SUPERVISION RECEIVED/EXERCISED

Receives immediate supervision from the Information Services Manager. Exercises no supervisory responsibilities over employees.

TYPICAL DUTIES

1. Assists staff with identifying and resolving computer software problems; assists in researching and recommending alternative software applications.
2. Assists staff with installing computer hardware systems including components and local area network systems. Assists staff in installing and configuring computer software and programs.
3. Provides advice and support to staff in the use of equipment, procedures and software. Assists with the development and implementation of training programs; may do basic computer training.
4. Performs routine system administration functions including, regular system back-up; solving hardware problems; making minor repairs; correcting deficiencies in database capacity; configurations and routine documentation; log-ons; passwords; security levels; operating system updates.
5. Assists staff with researching and recommending enhancements to existing systems and new information services products.

CITY OF PLEASANTON
INFORMATION SERVICES COORDINATOR I - Page 2
Revised: 8/98

MINIMUM QUALIFICATIONS

Knowledge of:

1. Information Processing terminology, applications and capacities.
2. Operational characteristics of the mini computer and personal computer hardware and related software systems used by the City.
3. Techniques and methods of computer hardware and software evaluation, implementation and documentation.
4. Network operating system management.

Skill to:

1. Provide system management for a Hewlett-Packard mini computer or equally complex computer including LANS, WANS, UNIX workstations and personal computers.
2. Identify and resolve complex hardware and software problems. Perform minor repairs.
3. Communicate effectively with both technical and non-technical personnel.
4. Read, understand and explain operational manuals related to computer hardware and software systems.
5. Work with and maintain the confidentiality of sensitive information.

Education and Experience:

Any equivalent combination of training or experience that would provide the knowledge, skills and abilities required to perform the essential duties of the job.

A typical way to do this may be:

Graduation from an accredited two-year college or university with major course work in computer science or related field; experience with performing work similar to the typical duties described above desirable.

OTHER REQUIREMENTS

1. Ability to speak English clearly and to be understood by others.
2. Ability to move within an office setting to include: standing, bending, stooping and reaching overhead to store and retrieve computer tapes, books, manuals and small equipment, pushing and pulling equipment carts to install/test and transport hardware systems.
3. Ability to lift terminals/equipment up to 40 lbs. and boxes of paper up to 30 lbs.
4. Ability to sit at a desk for extended periods of time.
5. Ability to see adequately to read computer screens in green, orange and color monitors.
6. Ability to hold/manipulate equipment to include: pen/pencil, computer keyboard, small tools, and computer mouse.
7. Successfully complete a police department background investigation.

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