



Job Code: 0053
FLSA: NE
Unit: PCEA
Revised: 8/98

INFORMATION SERVICES COORDINATOR II

DEFINITION

Under general direction from the Information Services Manager, the Information Services Coordinator II provides technical support to staff; assists in the selection of hardware and software systems, installs software and hardware systems; develops and implements training programs; installs and maintains data processing systems; performs related work as requested.

SUPERVISION RECEIVED/EXERCISED

Receives immediate supervision from the Information Services Manager. Exercises no supervisory responsibilities over employees. May direct the Computer Systems Operator I and part-time employees.

TYPICAL DUTIES

1. Identifies and resolves problems with software; researches and recommends alternative software applications and work flow sequence.
2. Installs computer hardware systems and components and local area network systems. Installs and configures computer software.
3. Provides technical instruction, general training, advice and support to staff in the use of equipment, procedures and software. Develops and implements training programs.
4. Performs system administration functions including, regular system back-up; identifies hardware problems; minor repairs; correct deficiencies in database capacity; configurations and documentation; log-ons; passwords; security levels; operating system updates.
5. Programs computer applications using various software tools, such as report writers, query languages and software development tools to enhance and/or modify existing applications.
6. Researches and recommends enhancements to existing systems and new software products.
7. Processes changes, additions and deletions to the City voice mail system. Identifies and resolves software problems within the system.
8. Reviews current operational procedures for the purpose of identifying economical and feasible methods for automating work flow.

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MINIMUM QUALIFICATIONS

Knowledge of:

1. Data 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. Train staff on software applications.
4. Construct queries, scripts, modifications, enhancements, and reports for users in a language specific to a database or related database application.
5. Communicate effectively with both technical and non-technical personnel.
6. Read, understand and explain operational manuals related to computer hardware and software systems.
7. 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:

Significant college coursework in computer science or related field and two to three years, experience performing work similar to the typical duties described above.

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.

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