Job Description

Information Systems Coordinator

Job Title:	Information Systems Coordinator	**Department:**	Technical Services
Salary Range:	#38: $55,107.99-$73,849.97	**FLSA Class:**	Exempt/Non-Exempt

Position Summary:

Under general supervision of the Fire Chief and direct supervision of the Administrative Services Director, the primary function of this position is to plan, direct, and manage the day-to-day operations of technology service delivery for the fire district.

This position provides high-level support for SFMD technology goals and objectives, including technology resource support for SLT, designing and implementing technical processes, compiling data for project specifications, technical systems analysis, and technology budget management.

Essential Functions:

- Main point of contact for contracted IT provider. Manages weekly task list and schedules larger technology projects requiring the IT contractor.
- Develops and administers the budget for SFMD technical projects as well as the service delivery team; monitors expenditures to stay within budget; conducts fiscal/economic impact studies and cost/benefit analyses to prepare budget projections.
- Prepares long range technology plans and assists with developing master plans and other strategic documents
- Functions as project lead for technology based applications
- Coordinates with and advises division/department heads during implementation of technical projects.
- Oversees, directs, and monitors Active Directory, including network security groups and permissions, callback numbers, distribution groups and users.
- Coordinates with others to maximize effectiveness and efficiency of interdepartmental operations.
- Maintains confidentiality of network information being processed, stored, and accessed.
- Responsible for maintaining accurate hardware inventory and software licensing compliance
- Continually monitors and evaluates the efficiency and effectiveness of technological service delivery, assesses work load, reporting relationships and opportunities for improvements within the programs, services and facilities.

- Troubleshoots and resolves user requests for assistance with hardware, software, telecommunication systems, Internet, Intranet and network/LAN problems, or escalates/refers to appropriate source.
- Conducts research; analyzes and interprets data; prepares surveys and reports; for evaluation and decision making at a strategic level.
- Troubleshoots and resolves user requests for assistance with hardware, software, telecommunication systems, Internet, Intranet and network/LAN problems, or escalates/refers to appropriate source.
- Works closely with application development teams and vendors to tune and troubleshoot applications.
- Develops, tests, debugs, implements, documents, and verifies logic of new or modified programs.
- Assists in the customization of Fire District software(s) and/or customer/internal systems to meet the needs of clients and/or end-users.
- Coordinates problem management activities, such as issue resolution and root cause analysis.
- Develops software related training curriculums, delivers training, and guides employees in the use of new technologies.
- Provides technical software and hardware support to members of the Fire District.
- Ensures that IT-related information is well-organized and accessible.
- Assists in the daily monitoring and maintenance activities of the Technical Services department.

Knowledge, Skills, and Abilities:

- Knowledge of hardware and technical software operations with an emphasis on Microsoft products.
- Ability to clearly communicate, both verbally and in writing, with management and employees using the English language.
- Ability to maintain a professional demeanor during stressful situations.
- Ability to establish/maintain a strong working relationship with peers, supervisors, and others.
- Ability to drive a personal or District vehicle.
- Knowledge of and an ability to perform the principle duties and responsibilities cited for this position with accuracy and speed under the pressure of time-sensitive deadlines.
- Ability to maintain confidentiality on the network information being processed, stored or accessed.
- Ability to independently work multiple projects while meeting deadlines.
- Ability to stay current on technologies affecting Windows systems infrastructure issues and investigate/implement new technologies.

Required Training and Experience:

- Associate's Degree from an accredited college or university, or the ability to obtain the degree and meet this requirement within three (3) years of the date of appointment to the position (as a condition of employment).
- Three (3) years' experience with applied knowledge and responsibility in technical software and hardware systems management.
- Experience with Active Directory administration for Windows 2008/2013 systems.
- Arizona Driver's License with good record.

This job specification should not be construed to imply that these requirements are exclusive standards for the assignment. Incumbents will follow any other instructions, and perform any other related duties as may be required by supervisory personnel. Performance of other essential functions may depend upon work location, assignment and/or shift.