



CLASSIFICATION TITLE: BCES Tech Systems Coordinator	JOB NUMBER: 7013	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: BCES Information Systems Manager	PAY GRADE: 18	FLSA STATUS: Non-Exempt

GENERAL SUMMARY

Performs intermediate skilled administrative support work maintaining and troubleshooting the IT activities and operations of the Communications Center, and related work as apparent or assigned. Work is performed under the limited supervision of the BCES Information Systems Manager (supervisor).

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Maintains operation, maintenance, and troubleshooting of the Intergraph CAD system; coordinates with vendors for repairs, upgrades and future enhancements; performs LAN & WAN administration; including managing user access, maintaining network and data security, managing print devices, and managing data storage areas
- Interfaces with a wide variety of agencies and organizations to exchange information, coordinate activities and resolve technical problems as required; coordinates with MDT users for the operation, maintenance and installation of software relating to the CAD system.
- Maintains Intergraph CAD, MSAG, Geo file, message switch interface, personnel, etc.; performs routine functions such as adding, changing, deleting data from system tables as well as coordination and supervision of file building activities during large-scale changes to the SQL databases.

- Operates, schedules, monitors and administrates the use of mid-range and network computers and peripheral equipment; monitor system functions, prepare for program processing, maintain system integrity, follow established operating instructions, and perform system backups as necessary.
- Provides system security by utilizing system software to establish user control and account privileges; monitors user configurations and security access.
- Provides system documentation by developing and maintaining user documentation, system administration documentation on all related equipment and software documentation.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Windows XP
- Windows Server 2003 running in an Enterprise environment
- Windows 2003 DNS, WINS, DHCP
- Considerable knowledge of software and hardware troubleshooting procedures and techniques
- Microsoft SQL Server

Skills and Abilities to:

- Plan and organize work to ensure deadlines are met
- Install and maintain LAN/WAN components
- Complete work accurately
- Establish and maintain cooperative and effective working relationships with others
- Communicate effectively both verbally and in writing

SPECIAL REQUIREMENTS

Valid driver's license.

EDUCATION AND EXPERIENCE

Associates/Technical degree with coursework in computer science, systems administration, or related field and three (3) years experience in network management, computer aided dispatch (CAD), or equivalent combination of education and experience.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

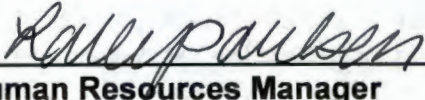
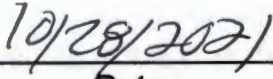
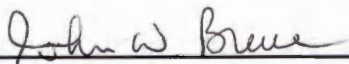
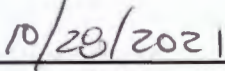

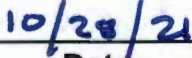
This work requires regular and punctual attendance at the office or other assigned locations; work requires the occasional exertion of up to 25 pounds of force; work regularly requires using hands to finger, handle or feel, frequently requires sitting and lifting and occasionally requires standing, walking, speaking or hearing, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, tasting or smelling, pushing or pulling and repetitive motions; work requires close vision, ability to adjust focus, depth perception and color perception; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, assembly or fabrication of parts within arm's length, operating motor vehicles or

equipment and observing general surroundings and activities; work occasionally requires wet, humid conditions (non-weather), working near moving mechanical parts, exposure to outdoor weather conditions and exposure to the risk of electrical shock; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above 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.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Manager	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date