

# The City of Grove City, Ohio

## Position Description

Revised 02/16/2011

**POSITION:** Information Systems Coordinator  
**DEPARTMENT:** City Administration  
**REPORTS TO:** Information Systems Manager  
**SUPERVISES:** Part-time Assistant, IS Contract Workers

### ***General Description***

Appointed by the City Administrator and under the managerial direction of the City Administrator, the incumbent plans, designs, organizes, supervises and provides for the operation, maintenance and improvement of all city-owned information systems in all city facilities. The objective of the incumbent is to support the work of city personnel by supporting their access to and effective use of information technology. Although work may be reviewed for fulfillment of overall program objectives, the incumbent is responsible for the adequacy of his/her work which involves assessment of need, review of products, preparation of bid specifications, requests for proposals or purchase orders, installation (by the supervisor or under his/her supervision) and training of users. The incumbent is ultimately responsible for establishing policies and procedures for information systems use within the city, responding to the needs of city personnel, and ensuring the city's technology systems are appropriately designed and maintained. The incumbent is also responsible for maintaining a plan for and executing regular data backups and disaster relief.

### ***Required Knowledge, Skills and Abilities***

1. Bachelor's degree in an engineering or computer science discipline with a major area of work in information systems, data systems management or related field.
2. Possess a strong working knowledge of network design and layout from a hardware and software perspective.
3. Possess strong interpersonal skills to interact with personnel in all city departments.
4. Three (3) years of experience in planning, implementation and maintenance of information systems.
5. Advanced knowledge of computer networking systems in a multi-user environment.
6. Knowledge of telecommunications systems and the networking of such systems.
7. Strong customer service orientation.

8. Strong and consistent follow through on satisfying information systems needs and requests of others.
9. Proven track record of successful project management.

### ***Essential Functions***

1. Supervise maintenance of all computer and telecommunications systems throughout all city departments.
2. Provide leadership to all city departments in the area of computer and information systems. Supervise the scheduling, implementation and installation of all new computer and telecommunications systems.
3. Provide or supervise all internal and external training on computer and telecommunication systems.
4. Develop and implement information systems policies; Set standards and develop policy for contract work done for the city; Monitor compliance with and enforce city and information systems policies. Recommend, perform and/or assist with periodic e-mail and Internet usage audits as deemed necessary.
5. Assist the Information Systems Manager in the preparation of the annual Information Report for public review as requested by the City Administrator.
6. Maintain cooperative working relationship with city personnel in the area of information systems; Respond promptly to their information systems needs.
7. Initiate and execute requests for proposals, request for qualifications and/or bid specifications for information systems, evaluate proposals and bids and recommend award
8. Assist the Information Systems Manager in the maintenance of the recovery plan for the city's technology systems.
9. Maintain proper backups of city data and systems.
10. Maintain current documentation of system architecture and protocols for system maintenance.
11. Maintain running issue and resolution log for information systems requests within the city.
12. Ensure each department has the appropriate tools required to effectively and efficiently perform their roles within the city; Work closely with city administration and Department Heads to prepare for existing and upcoming information systems needs.
13. Participate in technical conferences, peer groups and other forums to maintain current knowledge and to share innovations and modern practices in information systems applications to municipal services.
14. Attend work on a regular and predictable basis pursuant to city policies and directives and adjusts work schedules as required by the institutional, programmatic or seasonal needs of the city or the nature of the work.

15. May perform other technical or physical duties as required in furtherance of the city's mission to promote and enhance the quality of life, by providing municipal services to its citizens.

### ***Physical Demands***

The physical demands described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the incumbent is regularly required to: sit; use hands to finger, handle or feel; to talk and hear; and, to use upper body strength to operate computerized and hand equipment. An incumbent frequently is required to reach with hands and arms.

An incumbent is routinely required to, stand, walk, and to stoop, kneel, crouch or crawl on even and uneven surfaces. An incumbent must frequently lift and/or move up to 75 pounds. Specific vision abilities required by this job include depth perception, close vision, color vision and the ability to adjust focus.

### ***Work Environment***

The work environment characteristics described here are representative of those an incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the incumbent is often exposed to moving mechanical equipment and parts. The noise level in the work environment is occasionally loud. Work often takes place in hazardous environs subject to low light levels and cramped access.

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