

CLASSIFICATION SPECIFICATION
CITY OF AVON
 An Equal Opportunity Employer

TITLE: Technology / Communications Coordinator

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JOB RESPONSIBILITIES: Performs a variety of technical work in the development, installation and maintenance of hardware and software needed to allow City staff to perform their jobs efficiently and effectively. Performs other related duties as required.

QUALIFICATIONS: Bachelor’s degree in computer sciences or related technical discipline, plus a minimum of five (5) years experience in computer networking or systems administration, or an equivalent combination of education and experience. Must possess a working knowledge of Microsoft Exchange/Office 365, Cisco Networking, VM Ware, and Microsoft server and related operating systems.

LICENSE, CERTIFICATE, OR REGISTRATION REQUIREMENTS: Ability to receive security clearance by Avon Police Department.

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)	KNOWLEDGE, SKILLS, AND ABILITIES: (Minimal necessary to perform duties) [*Indicates developed after employment]
25%	1. Provides support services to City computer users (e.g., maintains existing hardware and software; assists department heads and other users; reviews existing network infrastructure and recommends updates as needed; develops and provides training; recommends and contracts for external support, etc.).	1. Knowledge of (1) computer science, (2) computer programming, (3) systems analysis, (4) data security, (5) database management, (6) computer network installation, (7) GIS software (such as ArcView), (8) Microsoft Office software (current versions), (9) VM Ware, vSphere, and SAN, (10) SQL database, (11) Windows and Windows server, (12) department goals and objectives,* (13) department policies and procedures;* skill in (14) computer operation, (15) use of modern office equipment; ability to (16) interpret extensive variety of technical material in books, journals, and manuals, (17) deal with many variables and determine specific action, (18) define problems, collect data, establish facts, and draw valid conclusions, (19) exercise independent judgment and discretion, (20) prepare

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25%	2. Oversees security of City technology and communications systems; works with external IT organizations to ensure security processes and mechanisms are in place to prevent data loss or security breaches to any City systems; creates, updates and maintains disaster recovery plan and systems back-up plan; develops/assists with development of City and departmental policies and procedures related to computer usage, software, and security compliance.	accurate documentation, (21) use proper research methods to gather data, (22) communicate effectively, (23) develop and maintain effective working relationships, (24) travel to and gain access to work site, (25) manage multiple projects at once, including, but not limited to, software implementations, communications networking, and hardware installations, (26) budgeting, (27) knowledge of maintaining physical security systems. 2. Knowledge of (2), (4), (13),* (14);* skill in (15); ability to (17), (18), (19), (20), (22).
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% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)	KNOWLEDGE, SKILLS, AND ABILITIES: (Minimal necessary to perform duties) [*Indicates developed after employment]
20%	3. Manages and develops content of City website, including the process of updating information; works with contractors to ensure website is an easy source of information dissemination to the public.	3. Knowledge of (2), (13),* (14);* skill in (15), (16); ability to (23).
20%	4. Plans and provides cost estimates for the development of short and long range technology goals; communicates with various administrators, department heads and outside providers; prepares and solicits proposals for hardware and software solutions; works within assigned budget; prepares a variety of studies, reports and related information for decision-making purposes, on an “as needed” basis as assigned by the Mayor or Finance Director.	4. Knowledge of (1), (2), (3), (6), (13),* (14);* ability to (20), (21), (22), (23), (24), (27).
10%	5. Manages and oversees the City’s wireless networks and hardware devices.	5. Knowledge of (1), (2), (3), (4), (5), (6), (8), (9), (10), (11), (12), (13),* (14)*; skill in (15), (16); ability to (17), (18), (19), (20), (23), (24), (25), (26).

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