

**Mahaska County
Job Description**

Department: Information Technology (IT)

Job Title: Information Technology Coordinator (IT)

FLSA Designation: Non-Exempt

Effective Date: August 2014

Reports to: Board of Supervisors

Purpose

The purpose of this position is to manage IT/Data Processing/Phone Systems for all Mahaska County owned facilities. The Coordinator is expected to understand network relationships of hardware and software types used in Mahaska County and adequately maintain those system links and relationships.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

The following duties are typical of this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Establish and maintain effective working relationship with elected and appointed officials, department heads, employees, contractors and the general public.

Establish and maintain the IT department fiscal year budget.

Perform general IT functions such as: back-up and recovery; software updates; keep accurate records of software licenses; keep accurate records of hardware inventory and locations; hardware management/repair in a timely fashion; organize hardware and all needed infrastructure; observe network operation, monitor for errors and maintain security; work with vendors in the installation and update of software and hardware; provide assistance to users on software currently used; manage county email; trouble shoot; help desk; consolidate and manage county-wide phone system.

Provide technical support to county staff and all county facilities throughout the County.

Prepare request for proposals and coordinate bids for data processing equipment and software when applicable.

Provide information on general computer technology training/classes and disseminate to county employees (e.g. Windows operating system, Microsoft Office, etc.).

Perform specialized projects as assigned by the Board of Supervisors.

Demonstrate an ability to learn new and existing software packages and adjust to hardware technological advances.

Continue education related to software and hardware applicable to county use.

Have excellent written and verbal communication skills. Must be able to communicate effectively and courteously, in English, both verbally and in writing, including the ability to present and explain technical concepts to non-technical audiences.

Able to work varied days, hours, shifts, locations, and emergency call-in hours as needed.

MINIMUM EDUCATION AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

A four (4) year degree in computer science or related field. Experience in operating, maintaining, troubleshooting network operations. Experience in virtual environments.

Certificates, Licenses, Registrations

Valid Driver's License issued by the State of Iowa

Physical Demands

While performing the essential functions of this job, the employee is regularly required to stand, stoop or kneel. Frequently, the employee is required to sit. It is crucial to the outcome of job tasks that the employee is able to: talk and hear; view a computer screen for extended periods; use hands to finger, handle, or feel; and reach with hands and arms; crawl under desks or around furniture to maneuver computer equipment. Employee must be able to use basic hand tools, which may include climbing a stepladder or ladder. In the course of installing equipment and cables the employee may be required to lift and/or move objects up to 50 pounds. Employee must be able to handle stress due to deadlines and extended hours on call and after hours.

Environmental Adaptability

While performing the duties of this job, the employee regularly works in a business office setting. However, the employee is often required to travel to other locations to perform job duties. The noise level in this work environment is usually quiet to moderate.

MAHASKA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER