

INFORMATION TECHNOLOGY COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: An Information Technology (IT) Coordinator manages the activities of the Information Technology data center and equipment rooms. Duties include: monitoring for safety and compliance with safety regulations; coordinating modifications made to the rooms; ensuring the equipment deployed has sufficient electrical power, air circulation, and is free of unwanted water and dust/dirt; responding to incident reports; maintaining inventory of the equipment rooms and determining when to schedule maintenance activities; leading the data center space users group; ensuring Uninterrupted Power Specialist (UPS) requirements are being met; providing day-to-day oversight and management of the rooms; coordinating and selecting Vendor Maintenance contracts and work; interfacing with City resources for services; identifying alternatives for the customers; coordinating infrastructure building readiness activities; reviewing new construction against IT standards; planning equipment installs for new projects; ensuring that physical environment meets the vendor specifications (i.e., temperature, fire suppression, alarm panel, smoke detection, power, etc.); coordinating and assisting with facilities design preparation; operation and planning for strategic growth requirements; and producing mainframe capacity and performance reports. This class is also responsible for program coordination over infrastructure-related programs such as Supervisory Control and Data Acquisition (SCADA) and Facilities Technology Lifecycles, and assisting technical staff and leadership in tracking project, cost estimates, and schedules. This includes documenting and diagramming the program plans/roadmaps as determined by department and technical staff, and communicating status to appropriate levels; and creating budget, management reports, and other documentation as needed in support of the program.

Duties may also include responsibility for performing a variety of entry-level project management work in planning, coordinating, and managing one or more small or less complex projects through the project's lifecycle and implementation. This includes: facilitating meetings with customers, staff, and contractors in support of project activities; gathering information from technical experts and compiling data for project specifications and limited procurement efforts; and ensuring all work is done in alignment with project management standards and City objectives. This class is responsible for performing related duties as required.

Distinguishing Features: The IT Coordinator must have intermediate knowledge and understanding of Data Center and Equipment Room management; and about raised floor environment with cable trays, Chiller System, Power Distribution Units (PDU), and server racks. The IT Coordinator is required to use independent judgment and initiative in performing day-to-day activities. This class is supervised by an IT Architect I who reviews work through conferences, meetings, reports, and results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to a vocational or technical school diploma. Good (1 - 3 years) experience in Data Center and/or Equipment Room management including experience with raised floor environment with cable trays, Chiller system, PDU, and server racks.

Special Requirements. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa. Must possess a valid Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. None.

ESSENTIAL FUNCTIONS

Communication: Communicates with staff members, other City employees, and computer equipment manufacturing representatives in order to identify and resolve technical problems or improve processes. Communicates with team members in order to maintain continuity of customer service. Facilitates meetings with customers, staff, and contractors in support of project activities. Prepares written documents such as status reports, program plans, management reports, etc. with clearly organized thoughts and using proper sentence structure, punctuation, and grammar to record work performed, to document procedures and standards, and support the program. Presents ideas clearly - both verbally and in writing - to share acquired information or knowledge, negotiate and discuss alternatives, and address problem/conflict situations. Works courteously with customers in order to identify and resolve problems.

Manual/Physical: Inspects, monitors, and/or evaluates work related conditions to determine compliance with prescribed IT Equipment Room Standards. Operates a motor vehicle requiring a standard Arizona Driver's License to transport uninterruptable power supplies, batteries, or other tools/equipment to equipment rooms. Operates power-driven vacuum sweeper to clean equipment rooms when needed. Uses common hand tools such as a hammer, screwdriver, wrenches, shop-vac, or power drills to install or stabilize equipment shelves and cable ladders and trays. Enters information into a personal computer (PC) or other keyboard device in order to communicate status via email, map out equipment rooms, and compile mainframe performance reports on request. Prepares and/or updates maps and graphs in order to diagram equipment rooms and mainframe utilization reports. Installs and/or replaces UPS batteries in order to ensure alternate power supply is available to the City's critical computer network components. Performs physical inventories of equipment rooms and Data Center contents. Cleans work area and/or uses shop-vac. Works in small, cramped areas while performing equipment room/closet review. Meets scheduling and attendance requirements.

Mental: Plans, organizes, and coordinates the activities of equipment installs for IT. Prioritizes own work. Resolves procedural, operational, and/or other work-related problems by facilitating meetings, coordinating activities, and by recommending resolutions. Conducts research to detect equipment room environmental problems. Identifies the cost of UPS battery replacements. Provides input in the department's budget preparation for equipment rooms. Comprehends and makes inferences from written material to determine the need for equipment room modification. Interprets schematic drawings to plan and evaluate equipment room space usage.

Knowledge and Abilities:

Knowledge of:

safe and efficient work methods;
equipment room and data center installation methods and procedures and standards of workmanship;
data center and equipment room management;
raised floor environment with cable trays, Chiller System, PDU and server racks; and
personal computer systems.

Ability to:

determine work requirements and accomplish installation projects;
interpret blueprints and sketches related to equipment installation;
communicate clearly and concisely, both orally and in writing; and
establish and maintain effective working relationships with associates and personnel of other City departments.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 8/15

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PAY GRADE: 53

EEO-Tech

NDOT SAFETY-No

SECURITY-No

NDOT RANDOM-No

DOT SAFETY-No

CDL-No

RESP-No

IND-8810

JOB FCTN-ADM

SWORN-No

INCREMENTS 44-200