

INFORMATION TECHNOLOGY (IT) COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: An Information Technology (IT) Coordinator is responsible for the planning, direction, and oversight of the maintenance, repair, modification, and testing of wireless electronic and digital communications equipment and related accessories. An employee in this class is responsible for providing technical expertise, guidance, and leadership using interpersonal skills needed for a work group. This class is responsible for the research, design, cost estimation, specification, proposal evaluation, project management and acceptance testing of specialized communications systems. Additional duties include: planning, researching, engineering, designing, constructing, purchasing, and operating the City's radio communications and electronics related items. This position also performs related duties as required.

Distinguishing Features: Work assignments are provided by, and general supervision is received from an IT Manager. Work is reviewed through meetings, conferences, reports regarding project status, and evaluation of overall results achieved. The IT Coordinator is distinguished from the Senior IT Technician by the higher-level supervisory responsibilities and the ability to manage high-level, complex wireless radio network systems and projects. Assignments are broad in scope and require the use of independent judgment and initiative in making technical and supervisory decisions. Employees in this class are required to be available on a 24-hour basis to respond to emergency situations. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Engineering, Information Technology, Business Administration, or a related field. Extensive (5+ years) experience in the installation, testing, and/or maintenance of wireless communications systems and at least three years' experience in a supervisory capacity.

Special Requirements. Must possess a valid Arizona Driver's License by hire or promotion date. Must possess a Federal Communications Commission (FCC) General Radiotelephone Operator License (GROL) within six months of hire or promotion date. 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.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug, and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Experience with Public Safety Land Mobile Radio communications systems and IP based networks is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with management, subordinate personnel, contractors, vendors, and other City employees from user departments in order to establish and maintain effective working relationships. Prepares written documents, such as memos, status reports, and product evaluations using a personal computer (PC). Instructs subordinates in special maintenance procedures, the use of specialized test equipment, and City and departmental directions and policies.

Manual/Physical: Reviews the work of subordinate-level technicians and operational employees to ensure the compliance of their work with applicable FCC rules and regulations. Inspects two-way radio equipment, communications facilities, radio towers, rooftop antenna installations, and/or vehicular installations to ensure compliance with FCC rules, safety procedures, and established operating and installation procedures. Distinguishes colors to perceive wiring errors and determine component values. Enters data into a PC or equipment/system control and management devices. Operates a cell phone and a two-way radio. Operates a motor vehicle requiring a standard Arizona Driver's License to drive to work sites and to test radio equipment, and may operate a four-wheel drive vehicle on mountain roads. Assists in maintaining mobile, portable, and fixed radio, microwave, and/or data equipment. May use small hand and power tools in performing maintenance and installation work. Repairs and maintains a variety of radio types and other communications equipment. Moves materials and objects (example: mobile and base station radio equipment or computer type devices) weighing up to 70 pounds using a hand truck or lift for distances of up to 50 feet. May work at elevated levels above ground (installing and maintaining radio towers and antennas) and in small, cramped areas. Works in a variety of weather conditions. Meets scheduling and attendance requirements.

Mental: Supervises the maintenance and repair of the following: fixed site radio equipment such as base stations, repeaters, remote control units, microwave and multiplex equipment, computer control, and system control equipment, batteries, and other RF radiating and wireless system control devices. Understands and interprets blueprints, schematic drawings, wiring diagrams, etc. Plans all facets of assigned projects and work within the constraints and/or instructions of the immediate supervisor. Ensures parts and equipment availability when required. Schedules, assigns, and prioritizes daily work in accordance with assigned priorities by use of management software to assist and accomplish these tasks. Accounts for materials and time expended by subordinate personnel on a daily basis. Reviews, inspects, and evaluates the work of subordinate personnel in accordance with City performance policies and practices. Reviews the work of contractors, vendors, and other City employees from user departments in order to assure quality control. Administers safety practices to maintain a safe workplace environment. Comprehends and makes inferences from written material. Learns job-related material through on-the-job training and in classroom or other educational settings.

Knowledge and Abilities:

Knowledge of:

principles of electrical, electronic, and radio theory; supervision and management; and project planning and scheduling;

FCC rules and regulations pertaining to Land Mobile Radio systems;
current improvements and developing technologies in wireless radio systems;

the principles and practices of work scheduling and project control;

the general principles and practices of purchasing and inventory control;

principles of employee supervision, evaluation, and training; and

Windows-based PC software.

Ability to:

supervise and lead technicians performing a wide variety of communications equipment and systems installation, maintenance, and repair tasks;

analyze the resources used to provide operations maintenance support for the City's communications systems;

schedule, assign, and inspect the work of technicians;

ensure the compliance of technical and operational personnel with applicable FCC rules and regulations;

establish and maintain effective working relationships with management, subordinates, and user departments; and

operate a PC with Windows-based software to create and manage spreadsheets, word process documents, and use management software.

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.

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EEO-Tech

JOB FCTN-TEC

INCREMENTS 43-200

PAY GRADE: 52

IND-9516

SWORN-No