



Department:	Information Technology
Supervisor:	City Administrator
Union Status:	Non-Union
FLSA Status:	Exempt
Grade:	7
Revision Date:	October, 2024
Prepared by	Human Resources

**Job Description – IT Coordinator**

**Primary Objective of Position**

The primary objective of the IT Coordinator position is to oversee and enhance the technology infrastructure and services that support City operations. This role involves working with third-party vendors to manage IT projects, ensure data security, and facilitate the integration of new technologies to improve service delivery to the community. The IT Coordinator will collaborate with various departments and vendors to assess technological needs, provide training and support to staff, and ensure that all systems comply with regulatory standards and requirements.

**Essential Functions of the Position**

1. Provide technical support to end-users by troubleshooting, diagnosing, resolving hardware and software issues on personal computers, mobile computers, smartphones, video cameras, card readers, software functions, etc. at various City buildings.
2. Assist with planning, execution, and monitoring of IT projects to ensure timely delivery and alignment with city and departmental needs and goals.
3. Liaise with technology vendors to maintain technology processes, procure equipment, and manage service agreements.
4. Assist with preparing the yearly IT budget to ensure cost-effective use of resources and monitor the budget throughout the year.
5. Regularly assess and maintain documentation for IT systems, processes, and procedures.
6. Research and recommend new technologies that could improve efficiency and service delivery.
7. Responsible for cybersecurity training and oversight.
8. Assist in the support of servers, networks, firewalls, security, backups, hardware and software upgrades, and communications alongside third-party vendors.
9. Administer and maintain system and software users alongside third-party vendors.
10. Serves as the Bureau of Criminal Apprehension LASO/ARSO for city agencies.

### **Desired Requirements:**

The IT Coordinator position requires a comprehensive understanding of various technical principles and practices. Candidates should possess knowledge of database management, networking, firewalls, VPNs, virtualization, programming, and systems design. They must have the ability to troubleshoot technology equipment and systems, alongside third-party vendors, providing effective resolutions. A solid understanding of cybersecurity practices and techniques, as well as security systems, is also required. Additionally, the ability to document processes and workflows is necessary. Strong written and oral communication skills are essential.

### **Education:**

Position requires a bachelor's degree in computer science, management information systems, or a similar field. Completion of an accredited vocational or technical school program in computer science, management information systems, or a similar field and relevant work experience may substitute for a bachelor's degree. Three years of work experience in an information technology role supporting and troubleshooting advanced equipment, computer network and software administration, and systems operation. Experience with utility and governmental operations is preferred but not required. Requires a valid driver's license and to pass a BCA background check.

### **Physical Requirements**

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of the job.

### **Requires incumbent to:**

- Work inside an office.
- Work alone, and with others, around others, and have contact with the public.

### **May be exposed to:**

- Repetitive movement.
- Working with high deadlines.
- Exposure to angry customers.

### **Activities that occur continuous (Over 70% of the time in a typical week; continuous):**

- Sit.
- Keyboarding.
- Repetitive movement.
- Hearing.
- Using far vision.
- Depth perception.
- Communicating verbally and in writing.
- Problem solving.
- Concentrating.
- Considerable mental effort.
- Must be capable of comprehending and receiving and giving instructions through verbal and written means.

### **Activities that occur frequently (45% - 70% of the time in a typical week - frequently):**

- Handling documents.
- Talking.

**Activities that occur occasionally (15% - 45% of time in a typical week; occasional):**

- Walk.
- Stand.
- Work with moderate deadlines.

**Activities that occur intermittently (Intermittent - Less than 15% of the time in a typical week (one per week or less)).**

- Work with high deadlines.
- Kneeling or squatting.
- Lift or Carry 11-25lbs.

**JOB LOCATION / EQUIPMENT UTILIZED**

- City Hall.
- Office Equipment.

**Conditions of Employment**

- Must comply with organizational and department policies.
- Must possess a valid Class D driver's license.
- This position requires the use of a personal vehicle or City vehicle while conducting City business. Individuals must be physically capable of operating a vehicle safely and must possess an appropriate, valid Minnesota Driver's License.

*This position description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the city and requirements of the job change.*

*The City of Redwood Falls is an Equal Opportunity Employer in compliance with the Americans with Disabilities Act. It will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*