

Information and Technology Coordinator

Jefferson County, Nebraska

Job Description

The role of the Information and Technology Coordinator (IT) under supervision of the Jefferson County Board of Commissioners is to develop and implement IT systems in support of daily operations, in order to improve cost effectiveness, service quality, and departmental development. This individual is responsible for all facets of Network Administration (LAN, WAN, WIFI & Internet), Information Systems Support, and Technology Systems in the Jefferson County Law Enforcement Center as well as all County Offices in the Jefferson County Courthouse and other locations.

The IT Coordinator will work closely with department heads to maintain the stable operation of the in-house computer network, data communications, and telecommunications systems for Jefferson County, Nebraska. They will assist county departments in the planning, budgeting, and use of IT assets unique to their departments and will plan, budget, acquire, and install common IT infrastructure assets for the county as a whole.

The IT Coordinator will install, troubleshoot and upgrade computer hardware, software, personal computer networks and peripheral equipment; assess user training needs and train users in effective use of applications; prepare documentation and provide user assistance to County staff; and perform related work as required. Perform general technical support functions, including physical installation, assembly, configuration and maintenance of the personal computer network linking all County departments.

An essential element of this position is the provision of prompt and effective problem solving and troubleshooting to County employees through direct and/or remote assistance when system failures or dysfunctions occur. The availability to work flexible hours is essential.

TERM OF EMPLOYMENT:

IT Coordinator could be allowed to have a private business. Such a business must be kept entirely separate and could not be conducted from any County Location; or hinder the duties of the County IT position.

Experience/Education

1. Must be a High School Graduate or have a GED.
2. A minimum of 2 years experience in Computer Information and Technology Field.
3. A combination of experience and education that would provide the required knowledge, skills and abilities will be considered.

Responsibilities and Job Expectations

1. Ability to work varied days, hours, shifts, locations, and emergency call-in hours as needed.
2. Manage a local area network (LAN) of personal computer PC's), file servers, print servers, database servers, and printers including data and systems back up.
3. Manage data communications with wide area network (WAN), Internet, WIFI, and remote access services.
4. Monitor, maintain, troubleshoot, and obtain support for all systems within the Jefferson County Law Enforcement Center and other County Departments, including all County Communication Systems. County Communication Systems include radio and data communications and in-house telecommunications systems. This includes console, mobile and portable Lo Band, VHF, UHF, 800 MHz and 900 MHz radios and peripherals, fax machines, personal computer modems and associated hardware. In-house telecommunications system includes the E911 system and associated hardware.
5. Perform the duties of Communications Officer in the EOC.
6. Provide security administration of internal and external system access, including Firewall administration, intrusion detection, user authorization, routing filters, and application utilization. This would include the auditing of e-mail and web site accounts.
7. Implement and update County Websites.
8. Assist in applying for available Technology Grants.
9. Analyze, sign and configure network application systems.
10. Coordinate the installation of required communication lines, cables, and access points with internal and external personnel.
11. Devise and/or modify procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results.
12. Respond to user requests, analyze problems, determine cause and take appropriate action.
13. Install, upgrade, train users, and provide support for network, server equipment and PC application software according to the need of each department.
14. Maintain documentation for network configuration.
15. Locate and evaluate computer software and hardware, evaluate and make recommendations regarding acquisition and utilization possibilities.
16. Maintain work area, equipment, and supplies in a neat and orderly condition.
17. Follow safety rules and other County policies and regulations.
18. Any and all other duties as may be assigned by the Jefferson County Board of Commissioners and/or their designee

Qualifications /Skills/Abilities

1. Ability to pass a background check.
2. Ability to work varied days, hours, shifts, locations, and emergency call-in hours as needed.
3. Must possess and maintain a valid driver's license and own mode of transportation at the time of hire and throughout the course of employment.
4. Ability to operate a vehicle safely and in compliance with traffic laws and regulations
5. Must be a self-starter with an above average degree of initiative and independence, proficient in organizing their own personal work schedule, setting priorities and meeting critical time dead lines. Performing duties with thoroughness, accuracy, and attention to detail.
6. Have excellent written and verbal communication skills.
 - a. Communicate effectively and courteously, in English, both verbally and in writing, including the ability to present and explain technical concepts to non-technical audiences.

- b. Deal with the general public in a courteous and tactful manner.
- c. Establish and maintain effective working relationships with government officials, co-workers and supervisors.
- d. Deal with individuals from a wide range of social and economic backgrounds.
- e. Ability to understand and follow both verbal and written instructions.
7. Ability to analyze systems operations and reports, using data and software diagnostic tools to determine optimum settings for buffer areas, file access, and disk access.
8. Have a working knowledge of computer operating systems configuration and applications.
9. Have in-depth knowledge of LAN/WAN hardware, protocols, and configuration design principles.
10. Knowledge of network systems security management and Firewall administration
11. Ability to analyze and draw conclusions from an issue.
12. Ability to: apply principles, define problems, collect data, establish facts and draw valid conclusions.
13. Basic understanding of software development practices and cycles.
14. Ability to think creatively, plan and design new systems.
15. Working knowledge of Internet utilities and protocols.
16. Ability to read, comprehend and act upon knowledge gained from textual documentation for software development libraries and complex system software.
17. Ability to operate standard office equipment in the performance of job duties and to use a variety of software applications including word processing, spreadsheet, and e-mail
18. Ability to perform complex assignments requiring judgment and analytical ability.
19. Ability to apply department policies and procedures in the performance of job duties.
20. Ability to perform accurate mathematical calculations in performance of job duties.
21. Must be able to life a minimum of 30 pounds.
22. Must be able to sit or stand for long periods of time.

Current Applications In Use by Jefferson County

Including but not limited to:

- Microsoft Windows Operating Systems
- Microsoft Office Products
- Sleuth Records Management Software
- Easy Street Draw Accident Diagramming Software
- Computer Aided Dispatching Software
- Jamin and VINE Software
- JUSTICE program on PCOMM
- ESRI Software
- GPS tracking system
- Video Equipment
- CITRIX - Election Software
- ES&S - Voter registration
- CHARTS & I-CHARTS - Child Support Collection
- MIS - Microsoft Imaging System
- MIPS, AS400
- Sweetsoft Billing
- E-Narsis
- NC-JIS Nebraska Criminal Justice Information System & other web based applications.
- Etc.