

INFORMATION SYSTEMS COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: An Information Systems Coordinator performs administrative, training, and technical systems analysis work in establishing and maintaining a department's computer information systems, through coordination with the City's Department of Information Technology (DoIT). An employee in this class is involved with the planning, development, implementation, operation, and when needed; coordination of department-focused information systems, and related electronic data activities including personal computer applications, web-based software, and data communications. Specific duties include: providing hardware and software support within the department; preparing or assisting in the documentation of user requirements and designing new systems; analyzing the technical and financial feasibility of applications; implementing new or revised systems; analyzing work environments to ensure optimum utilization of data processing resources; providing assistance in resolving network and personal computer operational problems; updating staff security records and monitoring system security; developing new programs; making modifications to existing software packages; and developing standards and control procedures for end-users. An Information Systems Coordinator may prepare and monitor a program budget or provide recommendations for the budget regarding computer equipment and systems for a department. A significant component of this classification is making recommendations for short- and long-range planning related to automation, future systems, and new technology. This class performs related duties as required.

Business Services – Advanced Metering Infrastructure (AMI) Assignment: Providing direction and expertise in developing and maintaining AMI utilized by Energy Resources (Electric, Gas, Water), Water Quality Departments, Business Services Customer Information System (CIS) Admin group, Customer Service, and (GIS) Geographic Information Systems. Specific duties include: configuring AMI application to support business processes; assist with updating and maintaining AMI system rule and validation tables; providing system analysis with internal and external vendors; provide first-level hardware and software support for all staff that use AMI, providing and maintaining AMI application security across all City work groups; monitoring system workflow, and trouble-shooting software/hardware issues; and responding to escalated operational needs in a timely manner. Working directly with the vendor, City's DoIT team, Energy Resources, Water Quality Departments, and CIS Admin group; and understand, develop, and test functional procedures which includes AMI functional software testing, integration software testing with CIS and SilverBlaze, business process testing, and AMI defects and system fixes. The training related functions involve developing, designing, and implementing custom training programs for the AMI system and associated programs, and create custom AMI and SilverBlaze procedures, training manuals and materials, training modules as they relate to AMI users for all work groups; conduct system training to users via Teams, in office, classroom settings, and in field locations; and keeping all AMI/SilverBlaze users informed of changes in procedures/policies that relate to specific job duties. Additional duties include: analyzing, reporting, and in-house tracking system defects to the vendors associated with the AMI system; reporting existing system defects to the vendor on the vendor site; coordinating communication, meetings, webinars, and providing one-on-one assistance in resolving operational defect problem solving with the vendor; and working directly with the City's DoIT team in understanding, developing, and testing of functional procedures and CIS defects. Provide assessments and reports from the system to assist departments with operational analysis; and manage AMI user security and role-based account privileges, including account creation, updates, deletions, and password resets.

Business Services – Customer Information System (CIS) Assignment: Providing direction and expertise in developing and maintaining the CIS/My Utility Account and related systems utilized by Customer Service, Solid Waste, Falcon Field, Development and Sustainability, GIS, Energy Resources (Electric, Gas, Water), and Water Quality Departments. Specific duties include: providing and maintaining CIS, My Utility Account, and related systems application security across all City work groups; configuring the applications to support business processes; updating and maintaining CIS, My Utility Account, and related systems rule and validation tables; providing system analysis with internal and external vendors; providing related hardware and software support for all staff that use CIS, My Utility Account, and related systems, monitoring system workflow, and trouble-shooting software/hardware issues; and responding to escalated operational needs in a timely manner. The training related functions involve developing, designing, and implementing custom training programs for the CIS, My Utility Account, and related programs, and create custom CIS, My Utility Account, and related systems procedures, training manuals and materials, training modules as they relate to CIS, My Utility Account, and related systems users for all work groups; conducting system training to users in office, classroom settings, field locations, as well as virtual/remote options; keeping all CIS, My Utility Account, and related systems users informed of changes in procedures/policies that relate to specific job duties. Additional duties include: analyzing, reporting, and in-house tracking system defects to the vendors associated with the CIS, My Utility Account, and related systems; reporting existing system defects to the vendor on the vendor site; coordinating communication, meetings, webinars, and providing one-on-one assistance in resolving operational defect problem solving with the vendor; and works directly with the City's DoIT in understanding, developing, and testing of functional procedures and CIS, My Utility Account, and related system defects. Provide assessments and reports from the system to assist departments with operational analysis; manually create, analyze, and audit the daily Automatic Clearing House (ACH) File for the Financial deposit process; and manage CIS, My Utility Account, and related systems user security and role-based account privileges, including account creation, updates, deletions, and password resets. The CIS Information Systems Coordinator is expected to have a comprehensive understanding of one or more of the systems supported (CIS, My Utility Account and related programs), and mentors and actively shares this expertise with the CIS Information Systems Specialist and others. The CIS Information Systems Coordinator receives direction from the Utility Billing Systems Program Manager who reviews work through reports, conferences, and evaluation of results achieved.

Solid Waste assignment: Specific duties include: configuring Rubicon application to support business processes; assisting with updating and maintaining Rubicon system rule and validation tables; providing system analysis with internal and external vendors; providing first-level hardware and software support for all staff that use Rubicon; providing and maintaining Rubicon application security across all City work groups; monitoring system workflow, trouble-shooting software/hardware issues; responding to escalated operational needs in a timely manner; working directly with the vendor, City's DoIT team, and CIS Admin group; understanding, developing, and testing functional procedures, which includes Rubicon functional software testing, business process testing, and Rubicon defects and system fixes. Additional duties include: providing supervision to technical staff, providing direction and expertise in developing and maintaining the solid waste production database (SW-Apps), including determining and identifying issues within SW-Apps; performing audits of the information entered into SW-Apps to ensure accurate reporting; performing mathematical calculations, statistical computations, and applying fractions, percentages, ratios and proportions, leveraging multiple data sources throughout the city using multiple queries and combining these data sources; reporting existing system defects to DoIT; coordinating communication and meetings; providing one-on-one assistance in resolving operational defect problems with DoIT; and providing assessments and reports from the system to assist departments with operational analysis.

Distinguishing Features: An Information Systems Coordinator is assigned to a City department and may serve as a liaison to the City's Department of Information Technology, or report to a position that serves as the primary liaison. Depending on the nature of the assignment, an Information Systems Coordinator may also conduct classroom and individualized training on various systems for departmental users. An Information Systems Coordinator works with considerable independence. Responsibilities may include supervision of clerical, paraprofessional, and/or technical classes. Work is evaluated through conferences, meetings, reports, and results achieved. An employee in this class may be required to be available on a 24-hour basis to cover 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 Computer Science, Quantitative Systems, or a related field. Considerable (3 - 5 years) experience in programming or systems analysis, or the design, testing, and implementation of computer-based information systems.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire or promotion date (*Water Resources and Solid Waste Assignment*).

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. For *Fire Assignments*, some (6 months - 1 year) supervisory experience is desirable. For *Parks, Recreation and Community Facilities Assignments*, considerable (3 - 5 years) experience in administration, maintenance, and implementation of database applications and some (6 months - 1 year) supervisory experience is highly desirable. Experience with GIS is preferred. For *Water Resources Assignments*, considerable (3 - 5 years) experience in administration, maintenance, and implementation of database applications and some (6 months - 1 year) supervisory experience is highly desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge, and abilities listed, nor do the listed examples include all the knowledge and abilities, which may be found in positions of this classification.

Communication: Communicates with other City employees, technical staff, management, vendors, contractors, public officials, federal agencies, and the general public in order to coordinate a department's information systems and related activities. Instructs and/or trains other employees in a classroom setting or on an individual basis. Uses both technical and nontechnical language to explain complex subjects and processes. Prepares written documents such as reports, justifications, budget and equipment requests, information system requirements, user documentation, and system security guidelines and procedures; various procedure and training manuals; and performance appraisals and status reports with clearly organized thoughts using proper sentence construction, punctuation, and grammar.

Manual/Physical: Reviews the work product of others to ensure compliance with standard operating procedures and state/federal regulations. Inspects, monitors, and evaluates work-related conditions and objects such as personal computer workstations to determine compliance with prescribed safety regulations and guidelines. Updates staff security records; monitors system security/access to automated systems; and may perform security audits. Performs systems maintenance. Schedules and installs system upgrades. Updates various code tables and documents system administrator procedures. Reviews electronic requests for compatibility, license issues, etc. Submits budget requests to DoIT or an immediate supervisor to order hardware and software. Enters data or information into a personal computer (PC) in order to design computer reports, track projects, test and debug systems, and develop personal computer applications. Performs audits on existing application systems and those in development phases to assure accuracy, quality, and integrity. Troubleshoots, diagnoses, and corrects minor personal computer malfunctions. On occasion, may use common hand tools such as a screwdriver, pliers, and miscellaneous personal computer tools to complete minor repairs. Monitors the inventory of computer hardware. Prepares and/or updates graphs, schedules, and flowcharts to document requirements and prepare administrative reports. Uses a City vehicle requiring a standard Class D Arizona Driver's License to attend meetings at other City facilities and agencies outside the City, and travel to work sites to troubleshoot IT issues at various water plants and facilities (*Water Resources Assignment*).

Mental: Plans, organizes, and directs the activities of a department's technical support program, or manages some departmental systems projects. Supervises and evaluates the work of subordinate personnel (*by assignment*) which may involve the design, installation, modification, and acquisition of departmental information systems and equipment. Prioritizes own work. Resolves procedural, operational, and other work-related problems. Coordinates work activities, program functions, and new system enhancements with DoIT. Promotes automation of departmental operations and develops system requirements for automated systems and assists staff with the adaptation of computer applications software to specific tasks. Ensures the integrity of data entry and retrieval for departmental systems. Provides and/or coordinates the training of department employees relative to the use of computers and automated systems. Serves as liaison with system vendors in order to solve problems, maintain equipment, and schedule training. Conducts research and analyzes data for new equipment and systems. Performs mathematical calculations and financial/cost analyses for system evaluations, and to prepare purchase justifications and recommendations. Prepares a program or project budget and assists in preparation of automation requests to forward to DoIT. May assist with short- and long-term planning. Comprehends and makes inferences from written material such as system requirements and related documentation, journals, internet listservs, computer software manuals, and specification sheets to learn systems, train users, and keep up-to-date with technological advances. Learns job-related material through on-the-job training and in a classroom setting.

Knowledge and Abilities: (*common to all assignments*)

Knowledge of:

the principles and practices of employee supervision, evaluation, and training;
the theory, principles, and practices of system specification standards and application programming;
computer programming, computer systems design, hardware and software capabilities, and operating procedures;
personal computer hardware and peripherals;
basic data processing procedures, operations, data flow, and records maintenance; the capabilities of data processing services and products;
basic personal computer software, including word processing, spreadsheets, and database management programs;
research and design techniques, methods, and procedures; and
learning theories and techniques as they apply to adult training programs.

Ability to:

analyze systems and procedures accurately and logically;
grasp new technical and business concepts quickly;
study users' work procedures and operational methods, and make recommendations for improvement;
identify the training needs of departmental personnel;
explain technical data processing problems in non-technical terms;
determine computer information storage requirements;
exercise initiative in the improvement, development, and conduct of automation programs; and
establish and maintain effective working relationships with coworkers, managers, Information Technology personnel, other City employees, vendors, professional organizations, and personnel from other agencies.

Knowledge/Skills/Abilities: (*by assignment*)

The statements listed below by assignment are samples of specific job duties. They may represent the work assignments of more than one incumbent and are not intended to be all inclusive of position responsibilities.

Business Services Assignment

Ability to:

trouble-shoot software/hardware issues;
direct, develop, and maintain AMI and/or CIS applications;
manage AMI and/or CIS user security and account privileges;
update and maintain validation tables and AMI/CIS system rules;
work with City departments particularly with DoIT;
design and implement custom training programs, procedures, modules, and training materials;
conduct training in office, classroom settings, and in field locations;
analyze, report, and track system defects to vendors; and
facilitate meetings, webinars, correspondence, and provide assistance in resolving operational defect problems with vendors.

Fire Assignment

Ability to:

identify current and future Fire data processing trends;
direct the activities of technical personnel assigned to the Fire Department;
learn the automated fire records system, exceptional incident system, resource management system, and become familiar with the computer aided dispatch system; and
learn modern fire organization and management practices.

Parks, Recreation and Community Facilities Assignment

Knowledge of:

database design and development concepts;
database tuning;
operating system concepts;
work group business processes;
City policies and procedures;
application/system architecture and configuration opportunities and restrictions;
storage management and capacity planning concepts; and
understanding of database impact on computing environment.

Skill in:

data cleanup for uploading, downloading, and integration/interfaces;
network infrastructure configurations;
GIS
application hardware configuration;
data analysis, normalization, and implementation;
database security administration;
database products; and
database product installation, configuration, and problem identification.

Ability to:

design, develop, modify, and support databases (applications);
identify and resolve database (application) specific hardware and other problems;
identify and resolve operating system issues associated with databases (applications); and
tune databases for performance.

Water Resources Assignment

Knowledge of:

database design and development concepts;
database tuning;
operating system concepts;
storage management and capacity planning concepts; and
understanding of database impact on computing environment.

Skill in:

data analysis, normalization, and implementation;
database security administration;
database products; and
database product installation, configuration, and problem identification.

Ability to:

design and develop databases;
identify and resolve database problems;
identify and resolve operating system issues associated with databases; and
tune databases for performance.

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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