HRSD

Position Description: Telecommunications Support Coordinator

Section I.   **Position Reference Information**

a.	Department	Information Services
b.	Division	Information Technology
c.	Position Title	Telecommunications Support Coordinator
d.	Immediate Supervisor	Chief of Information Technology
e.	Work Center	Information Services
f.	Grade	4

Section II.   **Position Summary**

Under broad guidance, the Telecommunications Support Coordinator is responsible for: Performing a wide variety of technical assignments in support of the Information Technology Division (ITD), Telephone System, and ITD Help Desk customers

Section III.   **Examples of Position Duties**

a.   Perform workload analysis of ITD staff assignments based upon areas of specialization, previous affiliation with same/similar problems, and resource availability prior to assigning work orders

b.   Ensure modification of all software and hardware configuration as necessary to establish and maintain desired phone switch functionality including telecom moves, adds, and changes for HRSD

c.   Coordinate preventative and remedial telecommunications maintenance with contracted personnel and HRSD Electrical/Instrumentation Division; Scheduling system maintenance and service calls as required

d.   Provide Level 1 technical support through the HRSD-ITD Help Desk assisting callers with simple hardware and software questions and problems; Determining the most appropriate course of action based on the information obtained

e.   Ensure accuracy and accountability of HRSD ITD asset management database valued in excess of $6m; Processing moves, adds, and changes in the tracking database for all ITD equipment valued at or above $1,000; Processing surplus ITD and telecom equipment for salvage and making appropriate changes within the asset tracking database

f.   Administer the enterprise-wide printer maintenance & repair contract ensuring necessary coverage is provided and that moves, adds, and changes are accurately reflected with the asset tracking database; Cross-referencing the tracking database with the contract to ensure only "active" items are covered and that support fees are not charged for items in service

g.   Ongoing development of ITD SharePoint pages; supporting HRSD Internet/SharePoint changes in the absence of the Public Information Coordinator to include designing basic web page formats and writing program code

h.   Provide support for IT Division consisting of requisition preparation and tracking, budgetary/accounting data tracking, payment vouchers, invoices review/authorizations & approvals, ProCard monthly reconciliations; Training ITD employees in basic process/procedures

i.   Coordinate software training with contractors and internal staff as necessary

j. Update Interactive Voice Response (IVR) system recordings, work with contractor to ensure system and contract meets needs and proposing changes as necessary

k. Performs other duties as assigned

Section IV.   Position Contacts

a.   Standing Committees, Boards, and Organizations

Required

a)   Member – Information Technology Division QST

b)   Member – HRSD Teams as necessary (e.g. Forms Team, Focus Groups, Internet/SharePoint Team)

b.   Internal Contacts

Contact	Purpose	Frequency
Chief of Information Technology	General Support	Daily
Information Technology Personnel	General support, training, and guidance	Daily
Information Services Administrative Coordinator	Receive and adhere to standardized procedures; Provide information from ITD QST-level discussions for IS Dept QST discussion	Monthly
Physical Plant Maintenance	Provide Work Order requests for ITD and elaborate as necessary	Monthly
All HRSD Help Desk Customers	Assist customers with hardware and software issues	Daily

c.   External Contacts

Contact	Purpose	Frequency
Contractors	Disseminate service needs; ensure necessary on-site access; follow up on work completion; approve compensation as necessary	Weekly
Vendors	Purchase hardware, software, equipment	Bi-Weekly
Original Equipment Manufacturer (OEM) Technical/Engineering Staff	Technical Guidance	Weekly

Section IV.   Position Accountabilities and Expectations

a.   Interact and communicate, verbally and in writing, with employees at all levels of the organization as well as the general public

b.   Ensure IT solutions and recommendations are cost effective

c.   Acts collaboratively in assessing, evaluating, and providing systems software support services within and across organizational business units ensuring effective and efficient access to business data

d.   Effectively manages assignments and overall workload in meeting established deadlines and project milestones; completes all IT projects, assignments, milestones, and regular responsibilities within agreed-upon deadlines to avoid serious slippage of dependent/contingent initiatives ensuring project success

e.   Possess knowledge of, and skill in, a variety of telecommunication functions, with a high degree of accuracy and responsibility

f.   Understand HRSD/ITD budget in order to investigate and properly code expenditures

g.   Have the ability to work in an environment with many interruptions and deadlines

h. Have the ability to work with minimal supervision and demonstrate initiative
i. Have a high level of interpersonal skills and be able to handle sensitive and confidential information/situations
j. Demonstrate poise, tact, and diplomacy

Section V.   Working Conditions
a. Must be able to work at a coordinator level in a team-oriented culture
b. Must be able to work overtime and/or unusual hours as necessary
c. Must be able to work in a fast-paced environment with demonstrated ability to handle multiple competing tasks and short deadlines, while maintaining professionalism

Section VI.   Physical Requirements
a. Must have the physical dexterity to accomplish the duties defined herein
b. Work requires light lifting ability (20-50 pounds)

Section VII.   Other
a. Medical certification of physical requirements may be required
b. Must be currently authorized to work for any U.S. employer

Section VIII.   Qualification Standards
a. Education
  1. Required
     High school diploma or GED
  2. Desired
     Associates degree in Computer Science, MIS or related field
b. Experience
  1. Required
     3-5 years increasingly responsible technical experience
  2. Desired
     Familiarity with IT and/or Telecommunications Help Desk Operations
c. Job-specific Technical Competencies
  1. Required
     a) Competency in troubleshooting printers, standard office equipment, personal computer, and providing guidance in operation of equipment and software applications
     b) Broad Functional knowledge of computer skills including application of MS Office Suite
     c) Effective skill in standard office equipment
     d) Ability to follow technical procedures and schedules
     e) Ability to organize records, files, statistical data, and follow directions
     f) Effective written and oral communications
  2. Desired
     a) Ability to effectively utilize HRSD-specific software applications (e.g. BSO, FMS, CMMS)
     b) Functional knowledge of desktop and network hardware and software components

d.   Job-specific Behavioral Competencies
            Sets Clear Performance Goals
            a)   Clearly communicates expectations for results, timeliness, quality and
                   other important parameters
            b)   Establishes deadlines for delivery of results
            c)   Evaluates, determines and refines roles, responsibilities and expectations
                   related to various projects throughout the organization; Insists on and
                   ensures clarity of role and/or functions
    e.   Special Licenses
            Required
            Valid driver's license from state of residence