

## CITY OF OMAHA POSITION DESCRIPTION

No. 9524

### INFORMATION TECHNOLOGY COORDINATOR

#### NATURE OF WORK

This is professional work in the administration and development of strategic objectives and long-term technology goals for the City of Omaha. Work involves defining technology policy, strategic technology planning, implementation scheduling of major technology projects, and oversight of the computer and communications needs of the City of Omaha. The incumbent is the primary contact with the Douglas-Omaha Technology Commission (DOT.Comm) and coordinator of all technology services including monitoring managed service contracts (MSC) and service level agreements (SLA) with DOT.Comm and other vendors.

The work involves meeting with members of the administration and the City Council to explain and justify plans for purchases or modifications of existing enterprise technology throughout the organization. The incumbent in this position exercises considerable independence in the performance of duties and receives general guidance from a superior.

ESSENTIAL FUNCTIONS (Any one position may not perform all of the duties listed, nor do the listed examples include all of the duties that may be performed in positions allocated to this class.)

Determines technology needs of the organization. Develops long-term technology strategy, goals and strategic objectives to meet the needs of the organization. Approves enterprise technology standards, policies and processes. Coordinates the prioritization process for the organization. Resolves issues related to standards compliance.

Primary DOT.Comm contact for all technology related items. Works with the DOT.Comm CIO to establish SLA and manage the MSC. Holds DOT.Comm accountable for meeting commitments on SLAs and MSC. Coordinates escalated issues with DOT.Comm. Provide input to the IT Oversight Committee on DOT.Comm's performance.

Coordinates the implementation of new systems or enhancements of current systems with Douglas County, DOT.Comm, City departments, project committees, user committees or other stakeholders. Monitors and manages the progress of enterprise projects, compiles reports relating to project costs, time frames, resource utilization, and other pertinent factors.

Addresses the Mayor, Mayor's staff and the City Council to communicate technology strategy, computer and data processing policies, business cases, and technology budget requirements. Communicates technology matters to the organization.

Assists department directors in building business cases to support technology projects. Works with department leadership to identify technical solutions to business problems or inefficiencies. Assists directors in securing funding to support their technology needs.

Works with department directors and key staff to facilitate departmental specific technology needs. Advises department directors in the use of existing technologies and applications that

may benefit their operations. Works to expand existing City/County technologies and applications to other departments. Responsible for working with DOT.Comm to meet the technology needs of the various departments.

Conducts research, advises, and coordinates departmental usage of non-DOT.Comm resources. Identifies costs and benefits of internal vs. external resources. Determines long term impact on the enterprise and future maintenance support needs and costs.

Develops, plans, compiles, and administers the technology budget for core infrastructure and planned demand services. Recommends purchases for the organization, coordinates purchasing to leverage volume discounts. Assists in gaining the proper capital and operational funding to support enterprise technology needs.

Collaborates, with the DOT.Comm CIO and Douglas County IT Coordinator, the development of a cost allocation structure, a schedule of charges for services to be provided by DOT.Comm. Determines the proper allocation of costs to City departments based on a standard technical methodology for IT invoicing. Reviews monthly billings to ensure the costs are allocated appropriately.

Performs other duties as assigned or as the situation dictates within the scope of this classification.

#### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of in-house developed and Commercial-off-the-Shelf (COTS) applications, networking and data management strategies.

Knowledge of technology budgets, including development, monitoring and proper costing techniques.

Knowledge of the use of electronic computer data processing in business, its uses, capacities, and limitations.

Skill in the interpretation of technological terms and ideas to be understandable to users.

Ability to work with technical and non-technical leaders.

Ability to determine and develop long term, strategic technology needs of an organization.

Ability to resolve conflicts between widely diverse operational departments within the organization.

Ability to investigate and resolve technology issues, diagnose problems promptly, and prescribe optimum solutions or changes as needed.

Ability to address changes in the needs of users and be able to assist them in planning the most efficient, cost saving solutions or conversions.

Ability to communicate and coordinate with project committee members/leaders, departmental directors and manager, and others. Ability to communicate effectively with a wide range of technology users in the organization.

Ability to conduct research to remain current on the ever changing technologies.

Ability to operate a computer and its attendant software to input data, compile accurate reports, compose concise correspondence, maintain records, and perform other automated functions.

Ability to understand written and oral instructions.

Ability to sit from 51 to 75% of the time, type from 26 to 50% of the time, and to climb, reach, balance, bend, stoop, squat, kneel, crouch, crawl, stand, walk, push, pull, and lift from 0 to 25% of the time.

Ability to use up to ten pounds of force to move objects up to 33% of the time and to use lesser amounts of force to move objects from 34% to 100% of the time.

EDUCATION AND EXPERIENCE (The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)

Bachelor's degree in Computer Science, Information Systems or a technically related field; AND

Ten years of progressively responsible technology experience to include previous senior IT leadership experience. An additional five years of experience may be substituted for a degree;

OR

An equivalent combination of education and experience.

#### SPECIAL QUALIFICATIONS

Senior-level IT management experience working with diversified organizations and developing strategic technology plans to meet their technology needs.

Work experience with local governments preferred.

#### WORKING CONDITIONS

Work is performed primarily in an office setting amid normal levels of dust, odors, fumes, and noises.

EQUIPMENT OPERATION (Any one position may not use all of the tools and equipment listed, nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)

Microcomputer  
Printer  
Copier  
Calculator  
Telephone  
Facsimile Machine

Approved: 12/09/2011