

Office Technical Coordinator

**GENERAL SUMMARY**

Primary function of this job is to provide advanced, complex, and varied administrative and technical support for a department. Employees in this job have no formal supervisory role, however, may train, guide, prioritize, or lead employees in the designated work unit. Employees work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

May be required to work on-call in an emergency or require irregular hours.

**PRIMARY DUTIES AND RESPONSIBILITIES** (may include but are not limited to the following)

- Assist staff in technical with technical issues, phones, liens, software, hardware, and network connections. Troubleshoots and resolves software application problems and issues, including reformatting hard drives when necessary.
- Assists users on applicable systems, applications, and other related software; participates in developing operating procedure documentation.
- Assists with the recommendation of applications and software, determining end user needs.
- Performs website administration by creating groups, enrolling users, granting permission, etc. May serve as the content manager for selected web sites.
- Assists with system administration, such as enrolling new users and accounts, deleting users and accounts, creating documentation, installing software, and similar activities.
- Maintains inventory of hardware, software, materials, and supplies of the department
- Processes, compiles, research, maintains documentation for hardware/software, standard procedures, problem resolutions, inventory tagging and recording, end user manuals. Prepares and verifies reports, correspondence, and other documents utilizing applicable software, within established procedures.
- Coordinates and monitors the development and implementation and assists in the evaluation of programs and processes in the department.
- Performs a variety of specialized research and reporting in assigned area of responsibility and resolves related discrepancies or erroneous data to ensure compliance with established rules, court orders, policies, and laws.
- May assist in the preparation and monitoring of department budget and identifies and reports potential financial overruns and variances at an early stage.
- Performs a variety of specialized research and reporting in assigned area of responsibility and resolves related discrepancies or erroneous data to ensure compliance with established rules, court orders, policies, and laws.
- Coordinates and monitors the completion of specialized, time sensitive projects.
- May train guide prioritize or lead employees in the department.
- Interprets and assists in the drafting of the departments policy and procedures within area of expertise.

**EDUCATION, FORMAL TRAINING, AND EXPERIENCE** (minimum requirements)

- Graduation from High School, or G.E.D.
- Four to six years directly related and progressively responsible experience.
- College level course work in a related field may substitute for up to one year of experience.

**CERTIFICATIONS, LICENSES** (minimum requirements)

Depending on area of assignment, some positions may require:

- Notary Public designation
- LEIN TAC within six months

**CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

**DISTINGUISHING CHARACTERISTICS**

Work involves evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances where guidelines may not exist but are flexible and open to considerable interpretation. Analytic skills are needed to interpret and apply guidelines. Errors at this level could cause serious, but short-term consequences involving significant financial impact or cost, reduced service to the public, and/or strong negative citizen reaction requiring intervention from a higher-level manager and could impact others outside of the department. Work involves gathering and analyzing information to determine the best course of action, based on general guidelines or rules of operations requiring the use of judgment to choose alternatives, many of which may be correct, but one is better than another depending on the situation.

Compared to other office jobs, the work is more complex, varied, and involves greater independence. Compared to the Office Manager classification, this job does not have a formal supervisory role. Typically, a department would have no more than one Office Manager or Administrative Assistant in total.

### **PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS**

- Work is performed in an office environment.
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel.
- May be required to lift/move up to 50 pounds (such as a box of paper)

### **KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES** (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge of generally accepted accounting and bookkeeping principles
- Advanced knowledge related to the department or function, and general County operation and organization
- Ability to detect errors, determine causes, and make corrections as appropriate
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners and telephones
- Skill in use of personal computer software, including advanced spreadsheet development and word processing
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Skilled in researching and resolving complex problems to ensure compliance
- Ability to coordinate, develop, layout and implement clerical procedures and operations, make recommendations to Office Manager.
- Ability to consistently demonstrate sound ethics and judgment
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to explain complex policies and processes in layman's terms
- Ability to facilitate and coordinate meetings effectively and efficiently
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Able to use County resources effectively and efficiently
- Skilled in mentoring and training employees with varying educational background and aptitudes.