

FIRE DEPARTMENT
SANTA CLARA COUNTY

INFORMATION TECHNOLOGY PROJECT COORDINATOR

DEFINITION

The position of Information Technology Project Coordinator, under general supervision, ensures multiple projects are delivered on time, within budget, and within specifications, and performs analytical work in support of the Information Technology unit, functions, practices and services.

Typical assignment areas include, but are not limited to, budgeting, systems development, managing and scheduling IT projects or system activities, developing detailed project plans, compile project status reports, and collaborate with others to resolve issues.

This classification is a Fair Labor Standards Act non-exempt, unrepresented position in the Classified Service.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Plan and oversee IT projects to completion: Identify scope and objectives; identify deliverables and establish schedules and timelines; identify project resources and skill level of necessary resources; assign work to the project team; monitor budget constraints and customer satisfaction levels
- Meet with IT staff and/or vendors to establish production goals, priorities, and major work schedules for information technology projects.
- Meet with IT staff and/or vendors to identify problems and potential solutions in order to facilitate the resolution of problems, revise project plans to document changes;
- Document management including flow charts, data flow diagrams, statistical diagrams, etc.
- Prepare and present statistical data and makes recommendations in written, graphic and oral form.
- Collaborate with cross functional teams to manage organization's goals and objectives.
- Act as departmental resource on any questions in the area studied.
- May conduct studies requiring inter-division coordination.
- Procurement for assigned area of work.
- Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: A bachelor's degree from an accredited college or university in the preferred areas of economics, finance, business administration, public administration, social studies, information technology, communications or approved related field; and three (3) years of increasingly responsible management/administrative analytical work experience in area of assignment.

Highly Desirable: Project Management Professional (PMP) certification or Certified Associate in Program Management (CAPM).

Knowledge Of:

- Principles, practices and trends of public and business administration.
- One or more of the following areas:
Administration, budgeting, workload analysis, statistics, information system, and/or information technology.
- Basic principles and functions of governmental organization and administration.
- Pertinent local, state and federal rules, regulations and laws.
- Principles and practices of government and government programs in assigned area of responsibility.
- Communications techniques required for gathering, evaluating and transmitting information.
- Project management techniques.
- Department policies, rules, regulations and procedures.
- Office methods, procedures, software and equipment.

Ability To:

- Gather, interpret, analyze, evaluate and present a variety of data analysis and reach valid conclusions.
- Prepare written and oral reports.
- Identify and evaluate concrete and abstract variables.
- Plan, coordinate and manage complex projects.
- Work irregular or protracted hours, including evenings and weekends necessary to meet deadlines and achieve objectives.
- Make presentations to audiences.
- Complete multi-faceted projects with attention to detail.
- Persuade, justify, and project consequences of decisions and/or recommendations.

Ability To: (continued)

- Plan, coordinate and initiate action necessary to implement recommendations.
- Interact with personnel at all organizational levels and function in stressful situations.
- Exercise initiative, ingenuity and sound judgment in solving problems and developing effective solutions.
- Demonstrate sound judgment and provide unbiased advice in formulating recommendations.
- Plan and lead the work of others.
- Work collaboratively with those contacted in the course of work.
- Apply the technical skill level required.
- Work independently, with minimal supervision.
- Establish and maintain excellent, effective, and professional working relationships with those contacted in the course of work.
- Effectively manage multiple projects and priorities.
- Communicate clearly and concisely, both orally and in writing.

Working Conditions/Physical Demands: Work is typically performed in an office environment; contact with staff and the public. Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; write or type on keyboard; lift, push, pull of weight up to 20 pounds; verbal communication, use of office equipment including computers, telephones, calculators, copiers, printers, fax machine, scanners, etc.

Required License: Possession of a valid, appropriate state of California driver's license.

Pre-Employment Requirements: The candidate will be required to complete and pass a Live Scan fingerprint and background check, and complete a medical examination, and may need to successfully complete a psychological evaluation.