**Job Standard for Information Systems Coordinator**

Employee Name:

Employee ID:

Employee PCN:

# Information Systems Coordinator Overview

* **Person Group:** Classified
* **Job** **Code**: 9386
* **Pay** **Grade**: J
* **FLSA** **Status**: Non-Exempt
* **Career** **Level**: Level 3
* **Family**: Information Technology
* **Function**: IT Systems

# Purpose

To plan, develop, and conduct individual and group training related to automated information systems; monitor system production to ensure compliance and quality; develop documents for automated system procedures, manuals, and requirements; perform related work.

# Level Scope

Regularly works on tasks that are varied and complex. Applies full range and job knowledge; frequently adapts procedures, techniques, tools, materials, and/or equipment to meet specialized needs; may serve as lead; performs broad and/or focused assignments under general supervision; originality and ingenuity are often required to help establish procedures in functional area; relies on experience and judgment to plan and accomplish assigned tasks.

# Minimum Qualifications

**Some knowledge of**: automated system functions in either a mainframe or Windows environment.

**Experience**: assessing needs and developing and conducting training; writing procedures; diagnosing and resolving user support problems and issues.

# Knowledge, Skills, and Abilities

* Some positions require some knowledge of supervisory practices
* Knowledge of principles and processes for providing customer and personal services
* Ability to receive, observe and obtain information from all relevant sources; identifying underlying principles, reasons or facts

# Essential Functions

Key Responsibilities

60% of Time the Information Systems Coordinator must:

* Assesses training needs and develops training plans; develops, updates and adapts training material and guides; coordinates and schedules training including selecting presenters, and determining space and equipment; conducts training; evaluates training effectiveness.
* Develops strategy, methods, procedures, and timeframes for automated system improvements; identifies and recommends automated system enhancements and modifications; reviews case error statistics to evaluate and/or develop corrective actions related to system design and use; provides input to IT analysts and programmers regarding service requirements and impact of design and/or changes; responds to user inquiries by providing support and assistance in the definition of the problems addressed to application-specific staff, and confers with IT staff and management to resolve related problems; serves as liaison between field, management and programming staff.
* Identifies test case criteria; reviews, analyzes and documents test results and recommends changes to achieve desired results; reviews production documents to assure data accuracy and consistency; reviews logs for possible user and programming-related problems; participates in testing new and enhanced software; monitors adherence to protocols and user manual instructions; develops procedures, user manuals, corrective action plans and document requirements.

35% of Time the Information Systems Coordinator

Determined by department needs

5% of Time the Information Systems Coordinator

Perform other duties as assigned

# Work Environment and Physical Demands

Some positions may involve frequent bending, moving, lifting, and carrying material weighing up to 50 pounds; some positions may involve moving, lifting, and carrying material weighing up to 70 pounds; standing up to eight hours each day; working in all weather conditions; exposure to high noise levels and require wearing hearing protection.

# Travel Requirement

Not applicable for Information Systems Coordinator

# Career Path

Other professional positions

Additional training/education or equivalent experience, as well as business need, are required for movement into higher level jobs.

# Disclaimer

Incumbent must perform the essential duties and responsibilities with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification.  They are not intended to be construed as an exhaustive list of all responsibilities, duties and /or skills required. This job description is not an employment agreement and /or an expressed or implied contract. Management has the right to alter this job description at any time without notice.