



CITY OF SANTA CRUZ SYSTEMS COORDINATOR

Reports to	Receives immediate supervision from Customer Service Manager, Network Manager, Database/Systems Manager, or other assigned staff.
Supervises	IT Specialist I, II, or III.
Bargaining Unit	Management

BASIC FUNCTION

Under general direction, plans, organizes, implements and administers a comprehensive IT system for the City and/or assigned department; designs databases and procedures required to support system applications; installs and maintains a variety of computer-based software and hardware; performs database administration, programming, training, systems and requirements analysis; performs other related duties as required. Examples of comprehensive IT systems include, but are not limited to, a Geographic Information System (GIS), or a web development, design, and content management system.

DISTINGUISHING CHARACTERISTICS

The **Systems Coordinator** is the class responsible for the development, administration and maintenance of an assigned IT system. The incumbent is responsible for establishing system standards and for the development of long-range technology plans. This classification is distinguished from the next higher classification of Information Technology Manager in that the latter has overall responsibilities for an entire function within the City's or assigned Department's Information Technology Division.

TYPICAL DUTIES *(May include, but are not limited to, those duties listed below.)*

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, standards and work programs for the assigned system. Prepares and presents long-range plans and status reports for stakeholders including, but not limited to, IT governance, Department Heads, City Manager, and City Council.
- Serves as the system technical resource to all City departments; identifies, designs and develops system applications.
- Designs the system databases and develops strategies and procedures for integrating the system with existing databases. Recommends, installs, troubleshoots and supports system software, databases and spreadsheets.
- If assigned GIS: Develops and administers quality control standards for map and data attribute data conversion, maintenance and output display. Interpret base maps and monitors and maintains parcel/land use maps and databases. Ensures that City departments comply with quality control standards.
- If assigned web development, design, and content management system: Develops and administers quality control standards and performance metrics for web presence,

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web based services and programs. Assists program managers and other personnel with developing and maximizing web presence, web based services and programs.

- Assists with preparation of the system program budget; monitors approved budget; reviews other budget requests for hardware, software and services relating to the assigned system; advises appropriate personnel on budget matters relating to the assigned system.
- Maintains awareness of current advances in technology as they relate to the City and/or assigned department needs and objectives relating to assigned system; coordinates pertinent information, resources and work teams necessary to support a positive and productive environment.
- Exercises functional and technical supervision over assigned staff.
- Represent the City in inter-agency coordination activities relating to assigned system.
- Trains others on system use and content.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movements and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in performing computer installation and repair, and color vision is required to accurately interpret visual displays. Acute hearing is required when providing phone and personal service. The need to lift, drag and push equipment and materials weighing up to 50 pounds or more is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Knowledge:

- Principles, practices and techniques of assigned system management including application design, system analysis, data base management, quality control, performance metrics, and hardware and software options for system applications;
- If assigned to GIS: Microsoft NT, Esri product suite, AutoDesk products, and GPS;
- If assigned to web development, design, and content management system: Graphic design and search engine optimization.
- Project management techniques;
- Research techniques, methods, and procedures;
- Record keeping, report preparation and writing, including knowledge of proper English, spelling and grammar;
- Principles and practices of program and budget development, administration and evaluation; and
- Occupational hazards and standard safety procedures.
- Principles, practices and techniques of supervision, training, and motivation.

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Skills:

- Operate a computer for word processing and other software applications.

Ability to:

- Communicate clearly orally and in writing; prepare clear, concise and complete reports, correspondence and other written material;
- Plan, organize, administer, review and evaluate system development, programming and computer operations activities including data entry and control function;
- Develop, implement and interpret goals, objectives, policies, procedures, standards, work programs and internal controls;
- Exercise sound independent judgment within policy guidelines;
- Analyze complex problems, evaluate alternative solutions and make creative recommendations;
- Assess system user needs, set priorities, and meet such needs in a timely and effective manner;
- Supervise, train and motivate staff to perform assigned tasks;
- Represent the City effectively in meetings with other businesses and agencies; and
- Establish and maintain effective working relationships with representatives of community organizations, state and local agencies and associations, City staff and the public.

EDUCATION AND EXPERIENCE

Any combination of education and experience that provides the above knowledge, skills, and abilities necessary for a **Systems Coordinator** may be qualifying. A typical way of obtaining the required qualifications is to possess the equivalent of three years of directly related experience in system coordination, information technology, or information system or network management, including some experience as a supervisor, and a Bachelor's degree in computer sciences, information systems management, business administration, or a related field.

Licenses/Certificates:

As a condition of employment, possession and continued maintenance of a valid California driver's license and a safe driving record.

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Career Ladder

- Chief IT Officer
- IT Manager
- *Systems Coordinator*
- Information Technology Specialist III