Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE……….…..: Technical Coordinator
DEPARTMENT……………….: Finance
DIVISION……………………...: Information Technology
CLASSIFICATION/GRADE....: Technical Coordinator/108
REVISED………………………: 07/2013
REPORTS TO…………………: Network Administrator
REVIEWED……………………: 07/2013
WAGES………………………...: Non-Exempt (Hourly)

SUMMARY:
Under the direct supervision of the Network Administrator, the primary responsibilities of this position are to work with vendors on the pricing and purchasing of computer hardware/software and to prioritize and assign incoming work orders.

BASIC FUNCTIONS:
1. Meet with various departments to discuss technology requirements and needs.
2. Assign work orders to I.T. Staff members and track all work order requests and projects.
3. Provide weekly status updates and work reports.
4. Work with vendors to provide quotes and make orders for computers, computer-related equipment, and software for various department and agencies.
5. Facilitate various training seminars on technology-related topics to government personnel.
6. Provide basic help desk support for phones, computers, and software.
7. Must keep up with current technology trends and products.
8. May be required to work after hours to perform various duties.
9. Perform all other duties as required or instructed.

OTHER REQUIREMENTS:
1. Must obtain and maintain security clearance through Houma Police Department's background investigation.
2. Must be a strong team player with the willingness to help others.
3. Must have the ability to multitask and manage projects under tight deadlines.
4. Must have a valid Louisiana Driver's License.
5. Must have good oral and written communications skills.
6. Must have good phone etiquette and grammatical skills.
7. Must be able to work well with the public, computer users, and sales representatives.
8. Must be able to physically move and setup computer-related equipment.

EDUCATION/EXPERIENCE:
1. College degree in Computer Science from an accredited college or university. Consideration will be given to equivalent experience and/or compute-related courses from business colleges or schools.
2. Working knowledge of Microsoft PowerPoint and presentation hardware.
3. One year experience with managing schedules and job assignments.
4. One year experience training users on computer and/or phone systems.
5. One year experience with equipment ordering.