



Position Description

MUST BE A RESIDENT OF MARION COUNTY, INDIANA

Position Title: Coordinator – Information Technology	Department: Information Technology
Supervisor’s Title: Chief of Staff	FLSA Status: Non-Exempt

POSITION PURPOSE

In collaboration with the Township’s managed service providers supports the continually evolving IT needs of Center Township. This position demands knowledge of technological advances in networked PC hardware and software ranging from hubs, switches, PC’s, servers, and peripherals, to the various software applications that operate them.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To be successful in this role, an individual must be able to perform the functions listed below satisfactorily. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Acts as liaison to the Township’s managed services providers in all areas of IT and communications including software, equipment, telecommunications networks and devices, and audio/visual equipment.
- Maintains working knowledge of the operations and processing of all software applications and hardware devices.
- Provides research and advice on suitable IT options.
- Assists staff with basic day-to-day IT operations and performs basic troubleshooting for computers, phones, tablets, printers, and other IT devices.
- Coordinates server backup activities as provided by the township’s managed services provider
- Coordinates end user and higher-level support with the township’s IT managed services providers.
- At the direction of the Chief of Staff manages the procurement and replacement of IT devices and equipment and is responsible for equipment and software inventory including the disposition of equipment, devices, and software. Ability to analyze, identify and diagnose system problems or errors on many levels including software, hardware, networking, and communication.
- Helps direct and maintain the Township web site and internet functions and communications.
- Provides training for computer systems and devices, software telecommunications equipment, and audio/visual equipment.
- Provides employees on and off boarding to include IT equipment and devices, IT policy and procedure, email, telecommunication devices, and cyber security.
- Manages, tracks, and stocks hardware devices used during meetings such as tablets, monitors, extension cords, audio/visual equipment, and projector.
- Provides training for computer systems and devices, software, telecommunications, and audio/visual equipment.
- Provides IT support for township meetings to include the setup and provision of IT and audio/visual needs.
- Perform other duties as needed or assigned.

SUPERVISORY RESPONSIBILITIES

- This positional has no direct reports.

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience:

- Graduation from an accredited college or university with a baccalaureate degree in Information Systems, Computer Science or other related field, preferred.
- Two years of technical experience in a Microsoft Networking /Exchange environment.

This description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

[Center Township of Marion County is an Equal Opportunity Employer](#)

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- Six years of equivalent combination of experience and training that provides the essential knowledge, skills and abilities required to be effective in this position.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below represent the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Knowledgeable in the principals and practices of GB Ethernet/Fiber networking.
- Technical and practical knowledge of many software applications, which include, but are not limited to: Microsoft Windows server and Windows 10, Microsoft Office Suite, Microsoft Exchange Server.
- Ability to troubleshoot various computer issues effectively and promptly.
- Ability to perform repairs and/or adjust components of the computer network with precision and care.
- Possess analytical skills to observe Township functions and recommend IT solutions to promote efficiency in the organization.
- Ability to organize, resolve, and process several issues simultaneously.
- Ability to internalize, translate, and disseminate technology terms and protocols to end users.
- Ability to manage projects from infancy through completion.
- Knowledge of Sofos Firewalls, including configuring access lists and Nat rules
- Knowledge of Microsoft and Exchange Server Administration, from setting up new servers as well as maintaining existing Active directory network including multiple domain controllers and implementing group policies.
- Knowledge of cloud hosted VOIP and Basic VOIP Administration.
- Knowledge of Networking including working with Layer 2 and Layer 3 switches and understanding how to troubleshoot issue, as well as cabling standards and what type of connections are needed based on the switch interfaces.
- Must possess ability to handle updating and creating web pages for the external website.
- Experience installing and configuring enterprise level wireless access points including various encryption methods.
- Ability to effectively manage implementation and installation of software and equipment
- Ability to prepare and maintain clear, accurate, and comprehensive recommendations, records, and reports.
- Ability to deal tactfully, courteously and maintain effective relationships with Township employees and the public.
- Ability to follow established practices and procedures.

PHYSICAL DEMANDS

The physical demands described here represent those an individual must meet to perform the essential functions of this job successfully. The Township will make reasonable accommodations to enable individuals with disabilities to perform these functions.

- Ability to work in a fast-paced, deadline-oriented environment.
- Ability and willingness to work in close quarters, outdoors, and lift objects up to 40 lbs. in weight.
- Ability to stand and sit for extended periods, kneel/bend, and move throughout the workday.
- Strong sensory skills include good hearing, dexterity, feeling, and good eyesight, including peripheral vision.
- Additional hours on nights and weekends are expected based on the technological needs of the Township and as directed by the Chief of Staff.

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____

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