

Title: Information Technology Coordinator	Effective Date: June 19, 2021	Grade: XIV	Job Category: Technician
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CHARACTERISTICS OF WORK

The Information Technology Coordinator position is responsible for the day-to-day operational support of technology solutions to ensure the Department's needs are understood, documented, forecasted, and realized. This role is the first point of contact for advanced technology system related issues and is responsible for troubleshooting and resolving issues of high complexity in a professional and timely manner and in-line with internal policies and procedures and industry best practices. This position reports directly to the Section Manager.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Maintain current knowledge of technology functions and procedures.
- Assist in building and deploying advanced technology solutions.
- Identify areas to automate and develop solutions to streamline routine tasks.
- Create and maintain technical documentation in accordance with best practices and internal standards.
- Participate in or lead team and committee meetings with vendors, staff, and end-users to help ensure the success of complex projects.
- Assist in developing, implementing and maintaining policies and procedures.
- Research and recommend products needed to support enterprise operations in accordance with Department purchasing regulations and statutes.
- Assist in developing business continuity and disaster recovery plans, maintain current knowledge of plans, and respond to emergency outages in accordance with the plans.
- Provide support to users and be the first point of contact for error reporting for issues involving advanced technology systems
- Assist with the installation or troubleshooting of software and hardware, as needed.
- Assist in technology projects and their needed components.
- Provide technical assistance to end-users in a courteous and timely manner.

MINIMUM REQUIREMENTS

Education and experience:

The educational equivalent to a bachelor's degree from an accredited college or university in computer science, computer information systems, or related field, OR the educational equivalent to a diploma from an accredited high school plus a minimum of four years of information technology experience. Experience identifying and developing solutions in an information technology environment. Experience providing user support for complex projects and problems. Experience working in a team-oriented, collaborative environment.

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Knowledge, skills and abilities:

Must be customer-centric and enjoy working with others. Ability to multi-task and have good time management and organization skills. Ability to utilize office productivity software such as Microsoft Office. Strong written and oral communication skills with demonstrated technical documentation ability. Well-developed sense of urgency and follow-through. Ability to work after-hours and on-call for routine and emergency maintenance. Ability to maintain a positive attitude. Must have high integrity and be of strong moral character. Ability to provide effective technical solutions at an intermediate level.

Physical requirements:

Ability to sit and stand for long periods of time. Ability to lift and carry objects up to 50 pounds with or without reasonable accommodation. Ability to operate motor vehicles for Department business.

Working conditions:

This position involves periods of sitting in front a computer and working alongside end-users and other Department personnel. Flexibility to work overtime and weekends, as needed.

Licenses, registrations and certifications:

Valid driver’s license. Relevant professional certifications such as MCSA/MCSE, ITIL, Cisco, VmWare etc. preferred.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.