

Public Works Commission
Of the City of Fayetteville, North Carolina 28302

Position Classification Plan
Job Description

TITLE: IS SERVICES COORDINATOR **GRADE: 413**

TITLE ABBREVIATION: IS SERVICES COORDINATOR **EEO CODE: 2** **CODE: A5738**

FLSA CODE: EX **REVIEWED DIR HUMAN RESOURCES:** **DATE:**

DIVISION: CORPORATE SERVICES **DEPARTMENT: INFORMATION SYSTEMS**

SUPVR'S TITLE: IS DIRECTOR **APPRVD CEO/GM:** **DATE:**

SUMMARY OF RESPONSIBILITIES:

The IS Services Coordinator is the primary lead for all coordination of production support for day-to-day (On Demand) issues within production systems (Oracle, GIS, and other production systems). This role is responsible for working with both internal PWC resources and external, 3rd Party service providers and vendors. The Coordinator will ensure all production support and issues are properly addressed, and determine proper resource assignment by assessing feasibility and priority across internal and 3rd Party resources. This role is responsible for coordinating flawless execution of issues and ensures all changes are performed in a timely manner based upon issue priority. The Coordinator will be responsible for daily, weekly, monthly and quarterly reporting of issues and effective communication of information across teams and relevant stakeholders.

Another component of the coordinator's role will be to review new requests for enhancement, functionality improvement, and other related business requests to get the proper scope established and determine budgetary estimates from the external vendor(s). The Coordinator will ensure that the minimum information is provided to the 3rd Party resources in the form of a Business Requirements Document (BRD) or equivalent input. This role will have the ability to analyze business requirements and communicate to management changes to Predictive Services scope, schedule and costs submitted by the 3rd Party resources. The Coordinator must be able to track and analyze project performance and report to the management for changes to scope, schedule, and costs. The Coordinator will ensure all Predictive Services are properly executed and determines proper resource assignments by confirming feasibility across internal and 3rd Party resources. This role is responsible for coordinating execution of application-related initiatives with internal/3rd Party vendors and ensures all changes are done in a timely manner based on project priority. The Coordinator will provide daily, weekly, monthly and quarterly reporting of projects and effectively communicate information across teams and relevant stakeholders.

This role will collaborate with both the Infrastructure and Application Manager, and their respective teams: system administrators, DBA's, developers, application specialists, business analysts, and subject matter experts to establish the tradeoffs between performing the work internally or leveraging external resources. The Coordinator will have a strong focus on customer service, team partnership, technology awareness and business expertise. Additionally, this position requires a highly professional, motivated, and communication-oriented individual with strong accountability to embrace our vision and values. The IS Services Coordinator will operate under general supervision of the Information Systems Director. On-call availability and extended hours, including weekends is required. On an as needed basis, this role will be tasked to support some subset of business analysts' functions. This position will perform related work as required.

ESSENTIAL FUNCTIONS:

1. Adheres to safety rules; no lost time accidents occur.
2. Provides input into departmental/divisional objectives/long range plans; provides input into annual work plan, programs, as appropriate.
3. Creates and maintains an environment conducive to good employee/management relations; recognizes the rights/position of employees; assumes responsibility for addressing problems affecting employee/management relations with immediate supervisor.
4. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to supervisor.

IS SERVICES COORDINATOR: cont'd

5. Compiles data; prepares/submits accurate/timely reports, as assigned; maintains records.
6. Maintains 98% or greater attendance percentage average for four (4) quarters of performance review period.
7. Assumes responsibility for managing personal time/schedules/deadlines; advises supervisor of any conflict which may inhibit departmental obligations.
8. Accepts delegated authority and follows through/completes assigned projects in designated time frames.
9. Responds to customer (internal and/or external) concerns and complaints in a professional/timely manner; refers concerns/complaints to supervisor when appropriate; maintains composure at all times.
10. Interacts with other departments, divisions, and/or other utility agencies; assures information that affects other employees, departments and/or divisions is communicated to the proper recipients.

EQUIPMENT OPERATED:

Computer, spreadsheet, communication equipment and other equipment as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Familiarity and knowledge of safety rules/regulations/ procedures as appropriate; Familiarity with organizational business processes and a functional awareness of technology and software applications in modern enterprises. Solid organizational skills, including attention to detail and multitasking skills; Strong working knowledge of Microsoft Office and of project management; Ability to plan/analyze/organize/assign/ monitor/evaluate work effectively; Strong analytical and problem solving skills; Ability to work well with large and diverse teams; Ability to work under pressure; Experience creating work breakdown structure (WBS) - translate requirements into tasks; Experience with task scheduling and resource assignment; Experience with project management practices and tools to create, manage, and track project performance, costs and to verify scope; Excellent client-facing and internal communication skills; Ability to train others; Ability to communicate effectively orally and in writing; Ability to develop and maintain effective working relationships with the vendors, contractors, and all levels of employees.

MINIMUM QUALIFICATIONS

- (A) Graduation from a four (4) year university/college with a Bachelor's degree in Business Administration or related field **and a minimum** of three (3) years of project management/coordinator/analyst experience in a multi-user environment which includes significant exposure to and demonstrated proficiency in all aspects of project management, analysis, including hardware and software requirements, systems facilities, and execution protocols; **OR**
- (B) Graduation from an accredited two (2) year college with an Associate's degree in Business Administration or related field **and a minimum** of seven (7) years of experience as defined in (A) above; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **and a minimum** of eleven (11) years of paid full time experience as defined in (A) and (B) above; **OR**
- (D) An equivalent combination of education, training, and experience as defined in (A), (B) and (C) above.

SPECIAL REQUIREMENTS: Must possess and maintain a valid NC driver's license.

PHYSICAL REQUIREMENTS: Must be able to perform the essential functions of the position.

SAFETY HAZARDS: Minimal.

PROTECTIVE EQUIPMENT: As required in the Public Works Commission's Safety Manual.

EMPLOYER'S RIGHTS: This job description is general and illustrative of the kind of duties required of this position. It is not exhaustive and does not contain a detailed description of all the duties that may be assigned to the incumbent occupying this position.

