Public Works Commission
North Carolina 28302

Position Classification Plan
Job Description

TITLE: IS END USER COORDINATOR   **GRADE: 413**

TITLE ABBREVIATION: IS END USER COORDINATOR   **EEO CODE: 2**   **CODE: A5739**

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

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

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

SUMMARY OF RESPONSIBILITIES: The End User Coordinator will be responsible for the day-to-day IS end user computing service delivery to all users. Will serve as the primary IS coordinator for anything related to IS end-user service including but not limited to desktop support, help desk services, print services, and PC support. Coordinate the implementation of strategy, planning, funding, and delivery of technology products and services. Provide "one voice" for Problem Management and partner in developing/executing business and technology strategy with a strong customer orientation. Assures that position descriptions are prepared for all positions in the department and are maintained current. Conducts staff meetings to improve communication and address problems to recommend solutions. Develops customer metrics (service levels), communicates metrics to key customers on a defined schedule, and holds staff accountable for meeting defined metrics; clearly defines service delivery processes and ownership; monitors service levels; ensures vendors perform against defined metrics. Develops efficient processes for problem solving and resolution; communicates utilizing proper media, when problems occur as well as upon resolution; identifies root cause and institutes appropriate solutions. Works with key customers to identify business priorities; manages demand to ensure priorities are met; manages priorities to ensure strategic direction is in line with business and expectations; communicates priorities and status with customers to manage expectations. Manages end user devices with a focus on strategic direction, budget, and overall customer service; processes to ensure timely renewals; clearly define bill payment processes to ensure late fees are not incurred, develop budget process to capture necessary budget items for upcoming budget year as well as to capture costs against the budget in the current year. Ensure teams are properly engaged on the initiatives, and priorities are defined, documented and published. The roles and responsibilities of this individual will include the following:

ESSENTIAL FUNCTIONS:
1.   Assures safety rules are enforced and no lost time accidents occur;
2.   Advises/assists managers and appropriate staff in carrying out the functions/responsibilities within the department; develops/establishes objectives/long range plans; assures all goals are met;
3.   Assures development/enforcement of effective safety and training programs;
4.   Pursues the application of management concepts throughout the department in order to promote the growth of employees and the business;
5.   Provides accurate/timely reports to managers in all areas of responsibility;
6.   Develops annual work plans, programs, staffing requirements, equipment requirements and related budgets;
7.   Develops/recommends to supervisor, the departmental organizational structure best suited to carry out the department's objectives;
8.   Monitors contractors for satisfactory performance and budgetary compliance;

IS END USER COORDINATOR: cont'd

9.   Interviews, selects, hires, promotes, demotes, transfers and recommends termination of employment to supervisor; reviews the performance of staff to encourage growth and development; maintains 98% or greater attendance average;

10.   Prioritizes work, based upon project requirements, to ensure effective utilization of available resources; provides accurate and timely reports to all areas of responsibility.

EQUIPMENT OPERATED: PC, productivity equipment (cell phone, etc.), and various software programs

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of safety rules/regulations/ procedures, as appropriate; thorough knowledge of customer service and service delivery; good knowledge of process definition and requirements definition; thorough understanding of IS infrastructure services that include hardware, software, desktop/server operating systems, data center operations, and end user support; good knowledge of Service Level Agreements and the ability to define, measure and manage against Service Level Agreements ability to observe security standards; ability to problem solve and exercise good judgment; ability to communicate effectively orally and in writing; ability to develop and maintain effective working relationships with officials, and all levels of employees.

MINIMUM QUALIFICATIONS:

(A)   Graduation from an accredited four (4) year college or university with a Bachelor's degree in a technical major **and a minimum** of four (4) years of progressively responsible experience as a system administrator, network technician, or Enterprise desktop technician **OR**

(B)   Graduation from an accredited two (2) year college/technical school with an Associate's degree/certification in a technical major **and a minimum** of eight (8) years of progressively responsible experience as defined in **(A) above**

SPECIAL REQUIREMENTS: Working knowledge of IS service management best practice framework (e.g., ITIL) and familiarity with ITIL V3; ITIL V3 certification a plus; one or more of the following certifications: Network MCSA, Windows MCSE, Desktop Infrastructure MCTS, Windows 7 MCITP; Master's degree a plus; Project and change management experience a plus. Must possess and maintain a valid NC driver's license.
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PHYSICAL REQUIREMENTS: Must be able to perform the essential functions of the position.

SAFETY HAZARDS: Minimal.

PROTECTIVE EQUIPMENT: As required in PWC's Safety Manual.