Title of Position: Council, IT and Operations Coordinator
Supervisor’s Title: Chief of Staff
Pay Grade: Council Grade 21
Exemption Status: Non-Exempt
Positions Supervised: None
Creation/Revision Date: 12/21/2020
Job Code: 170400

PURPOSE OF POSITION: This position provides a variety of information technology support for County computers and handheld devices, network and hardware setup, testing, security, and troubleshooting. This position coordinates the purchasing of supplies and equipment, facilities requests, and the auditing of financial transactions with required documentation. This position provides backup human resources support for the Council Office.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES/DUTIES:
1. Provides front line support of technology for staff. Services may include setup, configuration, installation, troubleshooting and general maintenance of computers, peripherals, phones, handheld devices, and other technical equipment.
2. Analyzes, diagnoses, and resolves equipment malfunctions and software problems of a limited scope and complexity and escalates to County IT for larger scope or more complex of issues.
3. Coordinates the creation, modification, and removal of user account logins for County systems.
4. Organizes and maintains an inventory of equipment, software, and supplies.
5. Coordinates the purchase of equipment and supplies following IT Department policies.
6. Reconciles purchase transactions, supplier invoices, purchase orders, and payment receipts; ensures accuracy and compliance with State, Federal, and County laws, codes, and policies.
7. Ensures encumbered dollars have been invoiced and paid.
8. Purchases and maintains an inventory of available office supplies.
9. Coordinates with the Facilities Department to maintain a safe working environment.
10. Performs other duties as assigned.

QUALIFICATIONS:

Required Experience:
- Two years of experience providing in-person hardware, software, or network support.
- Two years of experience performing office administration, purchasing, or general accounting.
- Experience working in a public agency with elected officials is preferred.

Required Education: High School diploma or GED

Professional Licenses/Certificates/Registration: None
Knowledge and Skills:

- Knowledge of hardware, software, peripheral, and telephone troubleshooting processes.
- Knowledge of current trends in enterprise IT systems.
- Knowledge of basic accounting principles, general ledger transactions, budgeting, fiscal reporting, inventory, and cost-management.
- Knowledge of purchasing policies and procedures, including Washington State BARS.
- Effectively interacts with the public and employees in a professional manner.
- Communication skills to develop effective working relationships at all organizational levels.
- Organizational skills, attention to detail, and accuracy.
- Prioritizes work and handles a variety of tasks simultaneously, with frequent interruptions.
- Handles confidential information related to employee personnel records.
- Proficiency with a variety of computer programs including Adobe Acrobat, Workday, Microsoft Outlook, Word, and Excel.
- Knowledge of Workday and County software applications preferred.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

- Work is performed in a typical office environment, requiring consistent operation of a telephone, computer, and other office equipment.
- This position requires walking, standing, and/or sitting for long periods of time.
- Physical requirements for this position include hearing, seeing, speaking, reaching, grasping, and repetitive motions.
- This position requires exerting up to 20 pounds of force occasionally and/or 10 pounds frequently to lift, carry, pull, or move objects.
- This position may be required to travel away from regular work site.
- May work flexible hours including evenings and weekends.

“This job description is a summary rather than a detailed list of the duties performed. The essential functions, knowledge, skills, abilities, and working conditions may change along with business needs. This job description does not constitute a contract between employer and employee. Office of the Pierce County Council provides reasonable accommodations to assist qualified individuals in order to perform the essential functions their job requires.”