



CLASS SPECIFICATION

Class Code: 60019353
Date Established: 08/2023
Last Reviewed: 09/2024
Last Revised: 09/2024
Last Title Change: 07/2024
FLSA: exempt
Probation: 12 months

BUSINESS TECHNOLOGIST COORDINATOR

DEFINITION

Under direction, works across groups, aligning internal team members and external stakeholders while serving as project manager for multiple technology projects; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in computer science, geographic information systems, business information systems, or a closely related field AND four years of full-time experience in information technology project planning, development, and implementation; OR an equivalent combination of related education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the highest level in the Business Technologist class series. An incumbent exercises independent judgment to coordinate the full range of department systems support activities of department staff in the implementation and administration of department information systems and software. In addition, this classification performs advance project and program management and full-supervisory function.

SUPERVISION EXERCISED

Exercises direct supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide direction to staff and serve as project manager for multiple projects, which includes needs assessment, project planning, cost estimates, analysis, design, testing, conversion, and implementation.

Lead, develop, facilitate, and support the implementation of department-wide efforts to ensure that performance management and quality improvement programs are managed using a data-driven focus that sets priorities and key performance indicators for improvements aligned to ongoing strategic goals.

Supervise assigned staff, which includes staff selection; assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Serve as a change agent for process improvement, lead training, and be point of contact for user feedback. Coordinate with staff to ensure that proper asset data is collected, and appropriate action is taken to meet strategic goals.

Function as project manager for complex and integrated business design and re-engineering projects. Take ownership for leading the entire software development/procurement and implementation process improvements.

Report to, gets direction from, and collaborate with assigned department and Technology Services on all information technology projects.

Develop and maintain a department technology plan in collaboration with Technology Services.

Attend project meetings with the department and Technology Services; participate in the Technology Services Change Management meeting as it relates to department technology changes; schedule, manage, and conduct reoccurring Technology Services Relationship Communication and Facilitation (RCF) meetings jointly with Technology Services

Collaborate with Technology Services in creating a business intelligence program to provide decision-makers with accurate, relevant, and timely information to support strategic and operational goals and objectives.

Manage projects for the department, County and regional projects in collaboration with Technology Services; lead project teams to include multidisciplinary groups which utilize targeted technology expertise to work on specific projects or initiatives; maintain all projects and their status in the Technology Services Project Portfolio.

Facilitate and manage IT governance processes.

Participate with Technology Services in after-hours support for the department, which involves investigating the issue, determining the priority of the issue, troubleshooting, and fixing, and reporting status and resolution to the department and Technology Services.

Maintain all projects and their status in the Technology Services Project Portfolio.

Create, track, update and resolve all technology work in the Technology Services ticket system.

Plan, coordinate and supervise assigned staff within County programs and projects; monitor and evaluate work, monitor project development, and evaluate work processes to identify areas for process improvement.

Develop and monitor project budgets, to ensure adherence to specifications and avoid over expenditures; develop RFP or bid specifications. Review and evaluate submittals and make recommendations for purchase.

Serve as liaison between vendors, County staff, departmental representatives, internal divisions, and external agencies to enhance communications and ensure the timely completion of projects.

Gather data, analyze business processes, and evaluate options and develop alternatives, including justifications for the deployment of information technology.

Develop comprehensive reports and make presentations to department management, user departments, internal committees, and external agencies.

Research new information technologies and develop strategies for the implementation of an evolving technical architecture.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner which does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

County and department policies, ordinances, codes, procedures, principles, terminology, and knowledge of applicable statutes and regulations.

Organizational structure and functions of Washoe County and local governments.

Data acquisition, quality assessment and business processes within the assigned department and division.

Work and data flow through department information system(s) and how databases are used.

Computer systems, programs, software, interfaces, equipment, processes, data, and related legal requirements used within the division and department.

Database software, databases, data management, query languages, programming languages, and report writing used in Washoe County.

Analytical methodology.

Ability to:

Effectively supervise, evaluate, and motivate the performance of assigned staff.

Analyze office functions and work methods, developing recommendations to optimize efficiency through automation.

Perform the full range of application and specification development, programming, and database modification jobs and assignments.

Implement work methods and procedures which promote a safe working environment for staff.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:

Principles and practices of supervision including motivating and coaching employees, training, performance management, and progressive discipline.

Commonly used database software

Project management principles, tools, and reporting formats identifying and aligning resources to multiple tasks and maintaining timelines.

Ability to:

Analyze information, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Evaluate work priorities, procedures and processes for effectiveness and efficiency.

Plan, prioritize and organize work to meet schedules and timelines.

Prepare program documentation and operating procedures manuals.

Develop and make effective presentations using visual aids and other communication tools.

Coordinate systems, functions, and staff to meet user needs and produce cost effective products.

Perform a variety of complex analytical studies.

Analyze data, conceptualize, and make appropriate recommendations.

Create reports, prioritize projects, and handle multiple tasks concurrently.

Develop and apply technology policies, and procedures.

Communicate effectively in a clear, concise manner, both verbally and in writing.

Establish and maintain cooperative working relationships with all those contacted in the course of work including internal and external customers.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to sit for extended periods. Ability to frequently stand, walk, stoop, and kneel. Ability to lift and move objects weighing up to 25 lbs.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.