



Job Announcement

POSITION

Technology Coordinator

SALARY RANGE

\$107,723.20 - \$140,046.40

LOCATION

Reno, NV

About the Technology Coordinator – Enterprise Infrastructure Job

The Infrastructure Technology Coordinator operates within the Customer and Enterprise Solutions (CES) division of Technology Services, reporting directly to the CES IT Manager. In this role, they are tasked with supporting and guaranteeing the seamless operation of the County's technology infrastructure, which includes cybersecurity, networking, system administration, and voice communications.

Responsibilities extend to coordinating and supervising staff to streamline project management and enhance processes. This encompasses overseeing multiple projects from initial needs assessment through to implementation, as well as managing staff training, evaluation, and scheduling. Additionally, they maintain network systems, establish hardware and software standards, and ensure a secure and dependable technology environment. Moreover, they develop comprehensive disaster recovery plans to swiftly restore County systems and networks in the event of business interruptions.



QUALITY
PUBLIC SERVICE



INTEGRITY



EFFECTIVE
COMMUNICATION



Ideal Candidate Criteria

- Leadership experience in coordinating and supervising staff within technology organizations to streamline project management and enhance processes.
- Proven ability to oversee multiple projects from initial needs assessment through to implementation, while effectively managing staff training, evaluation, and scheduling.
- Strong proficiency in designing, implementing, and managing network systems, including LANs, WANs, Internet/Intranet, wireless communications, and phone technologies.
- In-depth knowledge of cybersecurity principles and practices, with a focus on implementing robust security measures to protect organizational assets and data.
- Extensive experience in developing comprehensive disaster recovery plans to swiftly restore County systems and networks in the event of business interruptions.
- Understanding of current developments, trends, and practices of Information Technology.
- Skill in troubleshooting complex networks, computer systems, and cybersecurity issues.
- Ability to lead multiple simultaneous projects, ensuring adherence to deadlines and delivering cost-effective solutions.
- Capacity to perform a variety of complex analytical studies and make appropriate recommendations.
- Excellent communication skills, both oral and written, with the capability to engage effectively with stakeholders at all levels.
- Competence in writing reports, prioritizing projects, and handling multiple tasks concurrently.
- Aptitude for making effective presentations to various stakeholders, including department management and external committees.
- Ability to establish and maintain effective working relationships with management, elected officials, contractors, user departments, clients, vendors, and other agencies.
- Proficiency in developing and applying technology policies and procedures to optimize performance.

About Technology Services

The mission of Technology Services is to utilize and develop effective and innovative technology solutions to help Washoe County and surrounding regions in providing and sustaining a safe, secure, and healthy community. To meet this mission, Technology Services created a technology plan focused on enhanced citizen experience, operational effectiveness, cybersecurity, and business continuity. The plan is aligned with the County's priorities and to the County's vision to be the social, economic, and policy leader in the region.

Technology Services is made up of five divisions with 92 employees: Administration, Business Systems and Integration (BSI), Regional Services (RS), Client Engagement & Experience (CEE), and Customer and Enterprise Solutions (CES). This position works with all divisions on projects for 30 departments with 3,000 internal employees and many external constituents. Technology Services provides and promotes a flexible work environment, highly desirable employee benefits package, strategic business partnership, and team-oriented culture.

Technology Coordinator

Experience & Training Requirements

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

Compensation & Benefits

The annual salary range for this position is \$107,723.20 - \$140,046.40

Washoe County hires all new employees at the minimum rate of the salary range and eligible employees may receive an annual merit increase of 5% until they reach the maximum salary for the classification. Upon promotion, current Washoe County employees are placed at the minimum rate of the salary range for the higher classification of the new position OR a promotional calculation, whichever is greater.

Washoe County also offers an exceptional benefits package which includes:

- Nevada PERS Retirement - Washoe County pays 100% of the PERS contribution for each full-time employee
- Health, Dental, Life and Vision Insurance - Washoe County contributes 100% of the premium for each employee. Coverage includes medical, dental, vision, and life insurance. Washoe County also contributes 50% of the premium for dependent coverage. Note: New employees are automatically enrolled in the • High Deductible Health Plan (HDHP) with a Health Savings Account. Employees become eligible for health benefits after 90 days of employment. Washoe County contributes up to \$2,500 annually into the employee's
- Health Savings Account (HSA).
- Vacation Accrual (96 hours per year, increasing with continued employment)
- Deferred Compensation plans available
- 12 Paid Holidays
- Sick Leave (120 hours per year, increasing with continued employment)
- Longevity Pay
- Merit Increases - Full-time employees eligible to receive an annual merit increase of 5% until the position classification's maximum salary is reached.
- Cost-of living adjustments - historical annual COLA increases for 2017-2023 have ranged from 2.5% - 5.0%
- There are no Social Security deductions (although a 1.45% deduction for Medicare is required)
- Nevada does not have state or local income tax*



Technology Coordinator

About Washoe County

Washoe County is located along the eastern slopes of the majestic Sierra Nevada Mountains in northwestern Nevada. Reno boasts a bustling downtown, diverse neighborhoods, proximity to beautiful Lake Tahoe and Nevada's flagship state university. Known for its recreational activities, Washoe County offers world-class ski and golf resorts, 24-hour gaming and entertainment, lakes, fishing, and hiking, all within minutes of the metropolitan area. Diverse lifestyle choices are available in Washoe County. Urban and suburban living is available, as are rural options in the vast unincorporated areas.

Washoe County Governance & Organization

A five-member Board of County Commissioners (BCC), elected by district, governs Washoe County. The Board appoints a County Manager who is responsible for policy implementation and overall operations. The County fulfills major roles including providing services as an administrative arm of the state, and as a regional and community services provider. Washoe County has numerous state-of-the-art, award winning facilities and provides nationally recognized regional and urban services to a diverse population including public safety, criminal justice, public works, and health and human services. Washoe County employs approximately 2,700 full time employees in 24 departments led by both appointed and elected department heads. The County's annual budget is comprised of 23 governmental funds, and six proprietary and internal service funds, with expenditures of over \$1 billion.

EEO Statement

Washoe County is proud to be an equal opportunity employer and is committed to a diverse workforce that creates a sense of belonging for all employees and citizens, thereby encouraging persons from all backgrounds and experiences to apply for employment.

Washoe County will recruit, hire, train and promote into all job levels without regard to race, religion or belief, gender, marital status or domestic partnership, familial status, national origin, age, mental or physical disability, pregnancy, sexual orientation, gender expression or identity, genetic information (GINA), veteran status, political affiliation, membership in an employee association or union or any other protected class under applicable federal or state law.

Selection Process

In order to be considered for this excellent career opportunity, please submit an online application by visiting:

governmentjobs.com/careers/washoecounty

Applicants are encouraged to attach a comprehensive resume and a compelling cover letter of professional experience, qualifications, and competencies associated with the Experience and Training Requirements and Ideal Candidate Criteria. If you have questions regarding this position, please contact, Alma Parel, at aparel@washoecounty.gov.

Tentative Timeline

February 29, 2024 – March 22, 2024.

Applications Accepted.

Week of March 25, 2024

Screening Committee reviews candidate materials to identify top candidates with the most potential for success. Top candidates will be contacted for an interview.

Week of April 8, 2024

The first round of interviews with top candidates will take place and recommendation of top candidates to the hiring manager.

Week of April 15, 2024

Second interviews will take place with hiring manager.

May 6, 2024

Estimated Hire Date.