City of Rapid City
Job Description

Job Title	Information Technology (IT) Program Coordinator		
Job Code:	ITPC	Job Family:	
Pay Grade:		Date Revised:	6/24/2022
FLSA Status:	Non-Exempt		

General Summary: This position is responsible for supporting computer and network operations, providing hardware and software planning and evaluation, providing problem solving and training for end users, and ensuring systems efficiency and integrity.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, or other related technologies.
- Fully manages the computer replacement program and other programs as assigned including managing budget and personal needed for program completion.
- Acts as liaison between equipment vendors and independent contractors who provide equipment or service to the City.
- Assists with access to and operation of all computer systems, including connection to network, access to servers and operation of departmental systems, including, but not limited to, E-mail, Public Safety, Financial and Billing Systems.
- Provides updates to management about all aspects of programs including budget, equipment availability and timelines for completion of program phases.
- Provides first level support to users including password resets, account unlocks and access to sensitive systems and data.

Qualifications:

Education and/or Experience:

Bachelor's degree from four-year college or university and one-year related experience and/or training in program or business management; or an Associate's degree or equivalent from two-year college or technical school and three years related experience in program or business management; or six years related experience in program or business management.

Certificates, Licenses, Registrations:

Must possess a valid South Dakota driver's license or ability to obtain within 30 days from date of hire.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Most work is performed indoors in an office where interruptions may occur. The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to walk; use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit; talk or hear and taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision.