



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Service Coordinator II</u>	NEW: <u> </u>	REVISED: <u>X</u>
<small>(Please check one)</small>		
REPORTS TO: <u>Director, IT</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>03/2017</u>
DEPARTMENT: <u>Information Technology</u>	JOB CODE: <u>600</u>	

SUMMARY:

With general supervision, coordinates responses for IT service desk requests. Also provides administrative and technical support, including customer service, accounting, purchasing, human resources, customer relations, record keeping, and budgeting support for the department.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Answers service-desk phone and emails; responds to service-desk requests as appropriate; provides first level technical assistance when possible; creates and assigns service-requests; works closely with IT/GIS supervisors to meet customer service expectations; follows-up with customers to provide information and coordinates further action; maintains communications between IT employees to maximum customer service levels, and tracks service request progress.

Coordinates new computer user requests; maintains signed end user policy agreements.

Coordinates software and hardware maintenance contracts; works directly with vendors to obtain quotes; processes orders for computer equipment and printer supplies.

Coordinates and maintains equipment physical inventory system; tracks equipment moves for all locations; coordinates laptop, projector and video conferencing reservations.

Works closely with department director to coordinate the budget process, including: consolidating annual maintenance, services and equipment estimates; actively comparing

budget and purchases throughout the year; balancing budget statements; creating and processing journal entries, budget revision and budget amendments; monitoring and processing department credit card transactions; purchasing supplies for department(s); performing data entry for IT, Mail Service, and Prop L budgets; assisting in preparation of bids and maintaining annual bids; maintaining files related to the budgeting process.

Performs accounting duties related to department budget, processes payroll, purchases orders, payment requisitions, and timesheets, maintains employee leave requests records; processes departmental bills; maintains files related to the accounting process.

Provides administrative support for the department; schedules meetings and appointments; attends department hosted meetings while preparing and distributing minutes; identifies meeting action items and coordinates further action as needed; participates in departmental Sr. Staff Meetings; prepares correspondence and reports as needed.

Performs other duties as assigned.

KNOWLEDGE AND SKILL:

1. Advanced knowledge of standard office practices, record keeping, office equipment and computer software.
2. Knowledge of County departments and operations.
3. Knowledge of Boone County policy and procedures.
4. Knowledge of Boone County purchasing guidelines.
5. Skill in customer service
6. Skill in organizing, scheduling, and reviewing work.
7. Skill in the use of a personal computer.
8. Skill in establishing and maintaining cooperative working relations with other Boone County employees and the public.

PHYSICAL DEMANDS:

The majority of the work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to above shoulders and transporting distances up to 50 yards. OCCASSIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing up to 50 lbs. and transporting distances up to 50 feet.

WORK ENVIRONMENT:

This job operates in a professional office environment. Professional attire required. This position routinely uses office equipment such as computers, calculators, multi-line

telephones, photocopiers, large format printers and scanners, binding machines, hand-held recording devices, filing cabinets, and fax machines. This position is routinely in contact with the public, other Boone County employees, elected officials, and members of other entities.

MINIMUM QUALIFICATIONS:

High school diploma or GED and three years secretarial, customer service or/office management experience.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.