

## **CLASS TITLE: DESKTOP AND APPLICATION SUPPORT COORDINATOR**

**PURPOSE OF THE CLASSIFICATION:** Under direction performs supervisory and administrative tasks involving desktop, and application support systems, technical analysis, coordinating, evaluation, design, maintenance, support; training and performance monitoring of current, new or modified computer applications, various network operating systems and radio frequency (RF) wireless applications, and other related assigned duties.

### **ESSENTIAL TASKS:**

- Coordinates and directs the work of support personnel who are tasked with desktop and/or application for service
- Provides fair, accurate, well-articulated performance evaluations
- Analyzes, designs, integrates and maintains computer applications/systems, scientific, and/or engineering needs and solutions
- Provides consulting services to the user departments concerning the satisfaction of their information and problem-solving needs through the application of advanced data processing knowledge and techniques
- Initiates evaluation of existing systems and programming logic and revises where necessary, to insure effective utilization of data processing or hardware resources and optimal performance levels
- Coordinates the role of projects including scope definition, critical path analysis, instructing, directing, controlling and evaluating the work of others to maximize productivity and results
- Provides guidance and training to programming and systems analysis personnel and other users
- Establishes and maintains operating system and/or application system backup and recovery procedures
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, mathematics or statistics, industrial engineering; telecommunications or other related fields; and five (5) years of progressive experience in desktop and application support including three (3) years of progressively responsible experience in computer/LAN systems analysis and/or computer programming; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities, and Skills: Comprehensive knowledge of the methods and techniques used in systems analysis and related maintenance procedures; and considerable knowledge of computer hardware, OS, wireless systems, data processing systems and equipment, programming concepts, techniques, and applications in various environments. Ability to plan, coordinate, evaluate, and lead the work of subordinates while helping create a positive, collaborative professional environment; ability to understand and positively influence the behavior of others within the organization, customers, or the public to achieve job objectives and cause action or understanding; ability to program in at least two (2) generally accepted computer languages; ability to recognize, analyze, and solve system and software maintenance problems independently; ability to communicate effectively, both verbally and in writing; ability to operate a personal computer, telephone, radio, pager and various electronic testing equipment.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 20 pounds; occasional lifting and carrying up to 60 pounds; occasional pushing and pulling up to 60 pounds; may be subject to sitting, walking, standing, reaching,

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bending, kneeling, crawling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License; and some positions may require a Class "C" water/wastewater license as issued by the Department of Environmental Quality (DEQ).

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting but occasionally outdoors and in inclement weather; this position will be on-call 24 hours a day, 7 days a week; and will require travel to various City locations to provide computer-related assistance.

**Class Code: 3012**

**EEO Code: E-02**

**Pay Code: IS - 44**

**Group: Clerical and Administrative**

**Series: Data Processing and Information Services**

**Effective date: May 7, 2018**