



**JOB CLASSIFICATION: INFORMATION TECHNOLOGY SYSTEMS
COORDINATOR**
CLASSIFICATION NUMBER:
DEPARTMENT: ADMINISTRATION
REPORTS TO: ADMINISTRATIVE SERVICES MANAGER
STATUS: FULL-TIME, FLSA NON-EXEMPT

◆ Integrity ◆ Trust ◆ Common Truth ◆ Respect ◆ Compassion ◆

Position Overview

Under the Administrative Services Manager's direction, this position provides support to all departments and end users across the organization. The individual ensures that computer hardware, software, networks, and servers operate consistently and correctly. The Information Technology (IT) Systems Coordinator must be familiar with installing programs, configuring networks, and databases. This role requires extensive familiarity with IT processes and procedures, effective communication, departmental enhancement, and user support. This individual is responsible for the installation, configuration, support, and maintenance of the organization's server and network infrastructure, managed services, and end-user technology. The position designs and maintains both virtual and physical server hardware, network infrastructure, and software systems.

Duties include monitoring and optimizing system availability, functionality, security, and performance; performing regular maintenance and upgrades; and managing system backups and disaster recovery procedures. The position configures and supports the organization's local area network (LAN), wide area network (WAN), Wi-Fi, internet services, and databases, and administers security measures using network tools and access controls. It provides setup and support for computers, employee access accounts, and the agency-wide IP surveillance systems, phone systems, and other related transit systems.

The IT Systems Coordinator must perform duties and responsibilities in a timely manner with a superior level of customer service, professionalism, organization, minimal supervision, confidentiality, and independent judgment. The IT Systems Coordinator is a core member of GTA's team and plays a critical role in ensuring that all applicable programs, procedures, and services promote, support, and advance GTA's mission, vision, values, and culture.

Essential Duties and Responsibilities

The duties and responsibilities listed below are intended only as examples of the various types of functions that may be performed. The omission of specific duties and responsibilities does not exclude them from the position if work is similar, related, or a reasonable assignment of the position.

- Coordinates planned security measures to protect information from unauthorized or accidental modification, destruction, or disclosure.
- Evaluates existing systems to identify vulnerabilities and areas for improvement.

- Designs, configures, tests systems, applications, and hardware.
- Assists, guides, and provides direction to management both in meetings and in writing
- Discusses computing needs and provides recommendations to management.
- Troubleshoots hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues.
- Regularly analyzes and upgrades systems as needed and recommends replacement schedules based upon hardware and software performance limitations and useful life.
- Designs and deploys effective networks and VPN solutions that align with industry's best practices.
- Coordinates hardware and software installations for on-vehicle IT systems.
- Provides hardware and software support for staff via phone, chat, email, and ticketing system, responding to incidents in a timely manner, prioritizing actions based on impact to business continuity.
- Troubleshoots issues related to desktops, laptops, printers, mobile devices, operating systems, applications, and network connectivity.
- Works with the Management Team to create and maintain IT documentation and Standard Operating Procedures for staff as it relates to IT.
- Installs, configures, upgrades, troubleshoots, and maintains agency infrastructure. This includes all networking equipment, IoT devices, workstations, as well as physical, virtual, and cloud-based servers.
- Maintains regular backup operations and implements appropriate data protection processes, disaster recovery, and failover procedures.
- Performs routine system administrator maintenance functions such as setting up workstations, onboarding and offboarding staff, managing on-premises and Microsoft 365 Groups, and providing and revoking access to SharePoint sites and other programs as necessary.
- Installs, troubleshoots, repairs, and maintains telecommunications equipment and services.
- Oversees all Intelligent Transportation Systems (ITS) infrastructure. This includes cellular-based infrastructure inside vehicles, periodic reports on vehicle connectivity, and proactive collaboration with all GTA departments and vendors to determine the status of the technology in our fleet.
- Deploys and maintains IP video surveillance camera systems across the agency, including assisting with in-vehicle systems.
- Assists department managers in preparing studies with recommendations regarding current and proposed software and hardware for each department.
- Develops appropriate software and hardware specifications necessary to support projects.
- Troubleshoots issues and outages, including support after hours.
- Maintains server room organization and cleanliness.
- Acts as the primary account liaison to key vendors (ITS software provider, cellular and landline phone providers, onboard technology providers, including video surveillance provider and facility video surveillance provider, Microsoft, etc.)
- Participates in meetings with vendors, managers, and other departments as requested.
- Drafts and assists the Administrative Services Manager in the IT budgeting process.
- Updates job knowledge and skills as needed and/or required.
- Takes responsibility for content and quality of work assigned, and continuously

demonstrates commitment, empathy, fairness, and integrity.

- Advocates and actively participates in continuous improvement of the Agency; assists team members when needed; and supports the Agency workforce at all times.
- Completes tasks and responsibilities in a thorough, accurate manner and meets key deadlines.
- Maintains punctuality, reliability, and regular attendance to contribute to the efficient and effective delivery of transportation service(s) and associated duties.
- Establishes, maintains, and supports effective and respectful working relationships; gives and accepts constructive feedback; and supports a safety culture agency-wide.
- Performs other duties as assigned, needed, and/or required that are consistent with the nature and level of the position in support of GTA's mission and commitment to provide outstanding transit services.

Desired Minimum Qualifications

Knowledge

Knowledge of information systems best practices, concepts, methods, and strategies; principles and practices of prudent business communication and acumen; strong interpersonal relations skills; customer service skills, Windows Desktop and Server Operating Systems; Linux OS. MacOS experience a plus; Android, iOS, iPadOS, and other mobile-based operating systems; most / all the following: TCP/IP, VLANs, DNS, DHCP, VPNs, VoIP; cloud platforms; database server administration; Microsoft administration, including on-premises Active Directory and Microsoft 365.; Microsoft OneDrive and SharePoint; IT Networking and Security/cybersecurity; IT security principles; and scripting languages a plus.

Skill

Skill to perform multiple technical and strategic tasks with a potential need to upgrade skills to meet changing job conditions and/or requirements; network operation and troubleshooting; Microsoft implementation with required certification; defining problems, data collection, conclusions based on established facts, a variety of hardware, software, and peripheral equipment installation and maintenance; database server administration; the operation of computers and related software applications; troubleshooting and resolving of hardware, software, network, and peripheral problems; exemplary customer service; written and oral communications; report preparation; communication, interpersonal skills as applied to interaction with coworkers, supervisor, vendors, and the general public sufficient to exchange or convey information and to receive work direction; and communication of technical information to a non-technical audience.

Ability

Ability to deploy and maintain IP video surveillance (camera) system across the agency; design and deploy effective networks and VPN solutions that align with industry best practices; install, troubleshoot, repair, and maintain telecommunication equipment and services; performs routine administrator maintenance functions; provides periodic reports; initiates and coordinates requests for new voice and data telecom services; performs special IT related projects for management; responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization; Troubleshoot hardware

and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues; regularly analyze and upgrade systems as needed and recommend replacement schedules based upon hardware and software performance limitations and useful life; configure, monitor, and maintain email applications and virus protection software; troubleshoot issues and outages, including support after hours as needed; ensure desktop applications, workstations, and related equipment problems are resolved in a timely manner; ability to work well in a team environment and communicate effectively and professionally with internal staff and external partners; oversee all Intelligent Transportation Systems (ITS) infrastructure; prepare studies with recommendations regarding current and proposed software and hardware; develop appropriate software and hardware specifications necessary to support specific projects.

Physical and Mental Demands

The physical and mental demands described here are representative of those the incumbent must meet to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing duties and responsibilities of this position, incumbent is regularly required to sit, walk and stand for extended periods of time; talk and hear, both in person and via telephone; use hands repetitively to finger, handle, feel or operate equipment; reach with hands and arms, including above shoulders; bend, twist and/or stoop; push and/or pull moderate to heavy amounts of weight; kneel, crouch and/or crawl; ascend or descend stairs, walk or stand on uneven surface(s); and lift and/or carry up to 25 pounds on a regular basis without physical limitations. Must be able to safely operate vehicles, including small to large vans. Specific vision abilities required by this position include close vision, distance vision and the ability to adjust focus.

While performing duties such as assisting customers and setting up event materials, the incumbent may be required to lift, push/pull, load/unload, and set up/take down equipment weighing up to 50 pounds.

Mental Demands

While performing duties and responsibilities of this position, incumbent is regularly required to use written and verbal communication skills; read and interpret data, information and documents; use intermediary reasoning skills to apply principles of rational systems to analyze and solve practical and complex problems; effectively cope with elevated stress; observe and interpret people and situations; learn and apply new information or skills; make necessary decisions and solve problems based on subjective or objective criteria; make frequent changes of tasks involving different aptitudes, technologies, procedures, working conditions, or degrees of attentiveness without loss of efficiency or composure; work under intensive deadlines with frequent interruptions; positively interact with management, co-workers, customers, and others encountered in the course of work.

Environmental Conditions

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

- Work predominantly inside and generally provides protection from weather conditions, but not necessarily from temperature changes.
- Noise Level: incumbent works under typical office conditions, with a generally quiet noise level.

In certain situations, an employee may occasionally work near moving equipment, be required to travel distances, may be required to drive, and experience adverse weather, road, and/or traffic conditions. and be exposed to chemicals, airborne fumes or odors, outdoor weather conditions, and loud, prolonged noise.

Education, Experience, Licensing and Special Requirements

- Associate's degree and three years of progressively responsible network administration experience, or an equivalent combination of education and experience.
- Experience with the operation and troubleshooting of small and medium-scale networks and IT infrastructure environments or any similar combination of education and experience.
- Superior performance and work history; relevant leadership and decision-making skills; and solid business acumen, community-oriented and communication skills.
- Current and valid Washington State Driver's License with an acceptable driving record or the ability to obtain the license within six (6) months of employment.
- Must maintain an acceptable driving record level throughout employment, which will be monitored by periodic reviews of the Motor Vehicle driving profile.
- Successfully pass pre-employment criminal background reports and drug and alcohol screening.
- The standard work schedule is generally a variant of 8:00 a.m. to 5:00 p.m., Monday through Friday, totaling forty (40) hours per workweek, with occasional overtime as required. The position requires flexibility to work varying hours and days, including occasional evenings, weekends, and holidays, to support departmental and operational needs, system maintenance, upgrades, emergency response, and agency events. As such, he/she must reside within GTA's service area and/or within one (1) hour travel time to GTA Operations Base and Transit Center(s) and have the ability to respond to on-call needs either via phone and/or in-person within a reasonable timeframe.