



Classification Description

OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Information Systems Coordinator	Bargaining Unit	Non-represented
Functional Job Family	Information Technology	Classification #	8256
FLSA	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Salary Grade #	217
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	July 2011

Summary:

Sell, coordinate, plan, install, supervise part-time staff and maintain telecommunications and computer networking services for assigned facility and its event clients and exhibitors.

Reasonable Accommodations:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

Essential Functions:

- Sell Internet, Wi-Fi, networking and telecom services to OCC clients. Using independent discretion, negotiate pricing as required. Provide Information systems sales. Consult with clients on technology related requirements for their event. Provide price quotes on suggested Internet and telephone service.
- Supervise part-time IS staff in the setup and support of events at OCC. Direct work and discipline employees as necessary. Provide recommendation for hiring and termination.
- Install, maintain, repair and remove telecommunications equipment and related cabling system for the facility and its events.
- Install, maintain, repair and remove computer networking services, including local area network (LAN) and wide area network (WAN) systems, for the business office and scheduled events.
- Install and maintain facility electronic and other signage.
- Manage and maintain closed-circuit television system, including design, installation and troubleshooting.
- Implement and oversee telecommunications and network infrastructure for capital projects.
- Monitor and track telecommunications and information systems activity and revenue; reconcile and close all related work orders.



- Oversee the work of vendors and contractors; coordinate activities with clients, exhibitors, vendor, contractors and other departments to ensure services are appropriate and performed in an efficient and timely manner;
- Manage and maintain inventory of equipment and supplies.
- Perform work in accordance with department policies and procedures, codes, ordinances, regulations, and other requirements, including but not limited to, LEED certification and OSHA.

Secondary Functions:

- Provide back-up and technical support to system administrator.
- Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position supervises part-time Telecom Information Systems Technicians.

Education and/or Experience; Certificates, Licenses, and Registrations:

- High School Diploma or GED, and
- A minimum of three (3) years of experience in installation, maintenance and repair of telecom and Information systems equipment.
- Experience with supervising or directing the work of staff.
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.
- Current and valid Oregon State Limited Energy Electrical License Class B (LEB).

Necessary Knowledge, Skills and Abilities:

- Knowledge necessary to sell Telecom and Wi-Fi services at OCC.
- Knowledge of methods and materials of telecommunications systems equipment and operation.
- Knowledge of principles and techniques of maintenance and repair of telephone systems and related equipment.
- Knowledge of basic physical network design and maintenance, including LAN, WAN and related cabling.
- Skill in providing quality customer service to clients with a wide variety of technical skills.
- Skill in directing customers to the best solution for them and OCC
- Ability to supervise, lead and give direction to staff.
- Ability to analyze information and use logic to resolve issues and problems.
- Ability to read and interpret instructions, drawings and/or diagrams.
- Ability to prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate.
- Ability to troubleshoot difficult technical problems.
- Ability to establish and maintain cooperative working relationships with all persons contacted in the course of work.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to work nights, weekends and holidays.

Physical Demands / Work Environment:

- Frequently required to perform repetitive motions of hands and wrists; see and/or respond to visual cues and/or distinguish color; hear and/or respond to verbal/audio cues; stoop, kneel, crouch or



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crawl; twist and/or bend; reach with hands and arms; lift, push, pull and/or carry objects up to 10 pounds; work near or around moving mechanical parts; work near or around electricity.

- Occasionally required to stand and/or walk for extended periods of time.
- Rarely required to sit for extended periods of time; balance and/or climb; lift, push, pull and/or carry objects up to 50 pounds; exposed to toxic or caustic chemicals; exposed to outdoor weather conditions.

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

MERC General Manager

Date

MERC Human Resources Manager

Date