

SNOHOMISH COUNTY JOB DESCRIPTION

OFFICE AUTOMATION COORDINATOR

Spec No. 6232

BASIC FUNCTION

To develop, implement and coordinate office automation procedures and processes for the Department of Human Services.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Assists with application design and analysis of large or complex projects where county standard software is being used.
2. Follows detailed specifications to code, test, debug, and implement purchased software packages, in-house programs, and changes to existing software application programs.
3. Coordinates troubleshooting and provides technical assistance to the staff for other internal software as assigned; coordinates with Department of Information Services (DIS) to request additional assistance as necessary.
4. Installs and configures microcomputer and peripheral equipment, including such things as: loading new software; defining menus, standard directories and other navigational tools; training personnel; and establishing file backup, restoration and security procedures.
5. Examines computer equipment that has failed to determine the cause and replace or repair faulty mechanical or electronic parts; conducts tests to determine performance and reliability of installed equipment.
6. Performs routine maintenance, answering client questions and giving technical advice on ways to keep equipment in good operating condition.
7. Determines needs, plans for, and coordinates the acquisition and installation of new hardware, hardware upgrades, software, and supplies; tests new software and develops standards for its use; administers the initial and on-going registration of hardware and software to appropriate vendors and DIS.
8. Attends and participates in Snohomish County Personal Computer Coordinator meetings to keep abreast of important concerns, activities, and events.
9. Submits Requests for Data Processing Services forms to DIS and monitors status.
10. Evaluates computer related training requirements; coordinates internal training activities and applications for DIS sponsored or external training.

STATEMENT OF OTHER JOB DUTIES

11. Performs related duties as required.

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MINIMUM QUALIFICATIONS

A Bachelor's degree in computer science or related field; PLUS, three (3) years experience in operating and programming microcomputers, database programming and analysis, local area network administration, and troubleshooting and repairing computers and peripheral equipment; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Work related experience may be substituted for the required education or training on a year for year basis. Must pass job related tests.

SPECIAL REQUIREMENTS

Good color vision and excellent manual dexterity with the ability to use fingers to move small objects accurately. Employees are required to lift and carry boxes and supplies weighing up to fifty (50) pounds.

A valid Washington State Driver's License is required for employment.

KNOWLEDGE AND ABILITIES

Knowledge of:

- assigned computer applications and a variety of software packages, including word processing, spreadsheets, and databases;
- general capabilities of desktop and laptop computers and their associated peripheral equipment;
- networking, file sharing, and file transfer capabilities between microcomputers;
- microcomputer and network hardware, modems and telephone equipment;
- microcomputer operating systems (MS-DOS, Windows 3.11 & Windows 95), data storage techniques, directory structures and file formats.

Ability to:

- understand and apply knowledge of user needs to develop microcomputer applications from existing software;
- operate standard office machines, including microcomputers;
- analyze and resolve operational problems and help others solve problems;
- train others in the use of computer equipment;
- maintain necessary records and documentation and prepare clear, concise guides and other written material;
- read, understand, and apply technical manuals and procedures;
- use small hand tools to repair broken equipment, set up and operate test equipment;
- identify and distinguish color coded wiring;
- establish and maintain effective work relationships with superiors, peers, and associates;
- communicate effectively, both orally and in writing, with people of varying degrees of technical background;

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KNOWLEDGE AND ABILITIES (continued)

Ability to:

- plan and think logically and be able to prioritize work;
- work under pressure, cope with interruptions and meet deadlines;
- exercise good judgment as to when to act independently and when to refer to others.

SUPERVISION

The employee receives general direction from the Administrative Services Manager. The work is performed with considerable independence and is reviewed through meetings, status reports, and results obtained.

WORKING CONDITIONS

The work is performed in the usual office environment.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: January 1998
EEO Category: 2 – Professionals
Pay Grade: 239 – Classified Pay Plan
Workers Comp: 5306 Non-Hazardous