TECHNOLOGY OPERATIONS ASSISTANT

CLASS DESCRIPTION

General Responsibilities:

This is responsible paraprofessional work in the planning, development, implementation, operation and maintenance of diverse automated systems specific to the functions of the Parking Division. This position selects vendors for routine purchases, identifies needs, and makes recommendations relative to hardware and software purchases. Furthermore, this position coordinates activities and oversees select projects relating to the department's technology needs. The employee is the City's primary contact and troubleshooter for problems on the Parking Servers. This position assists in the daily operations of the Revenue Section, and in the general operation of the Maintenance Section as it relates to the automated and cashiered operations of the Parking Division. The work is performed under the general supervision of the Field Operations Supervisor and in cooperation with the Parking Analyst relative to computer activities.

Examples of Duties and Responsibilities:

Oversee the computer systems, programs, and activities for the field operations of the Parking Division. Develop or assist with the development, implementation and maintenance of computer systems. Assist the Operations, Revenue and Maintenance Supervisors in identifying problems in parking and systems operations and, when appropriate, coordinate with City IT Department, in the resolution of these problems.

Install, implement, monitor and troubleshoot hardware and software applications for the Parking Division's workstations and servers. Take corrective action, and coordinate and oversee efforts to prevent future problems.

Evaluate agency information systems/service needs, and recommend, coordinate and implement appropriate technological enhancements. Provide technical assistance and support to agency staff with various software programs, hardware, and network issues. Represent Parking Division management and agency staff in coordinating the design, development, implementation and maintenance of customized software applications. Coordinate activities with City IT Department (Department's Authorized Contact).

Coordinate and/or collect, summarize and prepare data for analysis of existing Parking programs/policies and proposed changes or alternatives. Respond to queries from Parking Division Management. Provide computerized summaries of Parking Division activities for application in parking planning decisions primarily related to the Revenue Section.

Delegate and/or generate computerized reports on a periodic basis and upon request for the Parking Division's Management. Review reports for completeness, accuracy and errors.

Develop, and/or implement assigned work procedures for Parking Division employees, in the form of manuals, memos to employees, and logic flow charts.

Evaluate and monitor prospective and existing revenue controls and procedures. Recommend and / or develop methods to improve efficiency and / or security, and investigate new equipment for such purposes.

Provide leadership to Parking Revenue employees at the direction of or in the absence of the Field Operations Supervisor.

Actively participate in internal discussions to improve departmental programs and services for customers.

Assist with orientation and training of Parking Cashiers and other revenue employees.

Maintain the Parking Division's inventory of high security keys. Program employee access to specific keys in the Parking Division's computerized key vaults. Oversee and / or generate various reports upon request.

Order supplies to maintain the office as well as cashiered operations of the Parking Division.

Perform related work as required.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

Two years of responsible experience involving substantial utilization of and responsibility for maintaining, developing and operating computer applications in an accounting/revenue/business administration context. Such experience would normally be supplemented by courses in computer science, business, accounting, or other related fields. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills and Abilities:

Working knowledge of general office methods, practices and equipment. Working knowledge of related positional computer hardware, technology including current and

upgrades of Windows-based computers, LAN (Local Area Network) and Microsoft systems, and multi-use spreadsheet, database, word processing, and various customized software applications, as well as network applications. Working knowledge of computer systems design and maintenance. Knowledge of basic accounting and business math practices and techniques. Knowledge of and ability to install, troubleshoot, and maintain computer hardware and software. Ability to solve problems, apply logic, and perform process identification, and systems thinking. Ability to read and prepare system and program flow charts and documentation. Ability to develop, modify, maintain and operate computer programs. Ability to design, set up, and program an independent database. Ability to evaluate and recommend software, hardware and other related equipment. Ability to provide technical support in problem resolution/troubleshooting and in effectively coordinating and communicating with vendors. Ability to determine needs, select vendors, evaluate, recommend, and purchase software and hardware. Ability to develop financial and statistical reports. Ability to perform mathematic and algebraic computations and to maintain accounting-type records. Ability to communicate effectively, both orally and in writing. Ability to establish and maintain effective working relationships. Ability to work effectively with multicultural populations. Ability to effectively participate in team efforts to improve agency services and programs. Ability to plan, coordinate, and/or oversee projects, and to deal with numerous details simultaneously. Ability to oversee the activities of subordinate staff. Ability to maintain adequate attendance.

Necessary Special Qualifications:

Ability to meet the mobility and transportation requirements of this position.

Physical Requirements:

Employees will be expected to physically access and inspect parking facilities, including garages, lots and street parking.

Department/Division	Comp. Group	Range
Transportation/Parking Division	20	17

Approved: _____

Erin Hillson   Date
Human Resources Director