



DOUGLAS COUNTY GOVERNMENT (CO)
invites applications for the position of:

Senior Applications and Systems Coordinator

An Equal Opportunity Employer

SALARY: \$4,583.50 - \$5,729.42 Monthly

OPENING DATE: 08/10/18

CLOSING DATE: 08/24/18 05:00 PM

DESCRIPTION:

The Senior Applications and Systems Coordinator acts as an expert member of the Clerk and Recorder's Office across all Divisions and is responsible for the overall coordination, maintenance, and technical support of equipment, systems, applications, and platforms to ensure compatibility and integration with business operations and enterprise strategies. In coordination with the Information Technology (IT) Project Management Office (PMO), this role will assist in defining project scope, requirements, timeline, and milestones including coordination of resources, purchasing, equipment, logistics, systems analysis, software application support, and vendor management. In addition, this role will partner with the IT Application Services Team to determine and implement the best fit solution based on statutory requirements, business value, technical strategy, cost, etc.

The Senior Applications and Systems Coordinator is dedicated to elections technology and system support during election cycles; reports to and is a primary redundancy for the Elections Logistics and Technology Supervisor to ensure continuity of operations. Chief Deputy directs work and provides consultative supervision for work performed outside of Elections Division.

EXAMPLES OF DUTIES:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following examples are illustrative only and are not intended to be all inclusive.)

ELECTIONS DIVISION

- Primary redundancy for elections technology responsibilities including running voting system, the election count process, applications administration, and equipment maintenance.
- Supports Logistics and Technology Supervisor in ballot design, tabulation database, logic and accuracy testing, and risk-limiting audit.
- Assists with ballot processing, counting, and adjudication operations.
- Administers election night reporting database and creation of audio ballot.
- Coordinates with IT Service Delivery manager to lead the IT support team for Voter Service and Polling Center equipment and technology needs during election cycles.
- Collaborates with Election Warehouse and Logistics Technician in support of elections operations.
- Acquires and maintains a highly technical working knowledge of relevant laws, regulations, policies, standards, and voting systems.
- Administers state election laws and rules, and federal election laws to provide successful voting experience to staff and public.

CLERK AND RECORDER'S OFFICE (ALL DIVISIONS)

- Responsible for application administration of third-party and custom applications.

- Performs user acceptance testing; supports upgrades and enhancements.
- Performs technical support for implementation and maintenance of technology systems, equipment, and hardware.
- Performs business analysis including applications support, process improvement, and strategic planning in conjunction with direct supervisor and IT.
- Primary liaison with IT for coordination of County software upgrades and hardware replacements.
- Represents Clerk's Office in IT portfolio management meetings and project workgroups, tracking objectives, deliverables, timelines, and status.
- Collaborates with IT to maintain technology vendor relationships for all Divisions including coordination of upgrades, testing, implementation, training, and maintenance.
- Supports process improvement initiatives with related technology solutions.
- Coordinates with Division Deputies and other vested parties (IT PMO) for planning, purchasing, implementing, upgrading, and training on existing and new hardware and software.
- May act as first point of contact, subject matter expert, and solution agent for technology-related initiatives.
- Lives out the Vision, Mission, and Core Values of the Clerk and Recorder's Office, maintaining a supportive environment conducive to teamwork.

OTHER DUTIES: Performs other duties as assigned. Assists staff, managers, deputies, and Clerk as directed in support of business continuity.

SUPERVISION RECEIVED:

This position receives limited supervision with periodic review of job performance and understands when situations should be advanced to a higher level of authority.

Critical aspect of the role is effective coordination with County IT leadership in the planning, procurement, and delivery of technology products and services.

SUPERVISORY RESPONSIBILITIES:

This position oversees County IT Support Specialists performing field support during election cycles and may be responsible for oversight of staff and election judges as redundancy to Elections Logistics and Technology Supervisor.

CONSEQUENCE OF ERROR:

- Errors in judgment or failure to achieve results could have a serious consequence and negatively affect the function of the Clerk and Recorder's Office, produce negative public perceptions, result in budgetary overrun, and flawed decision making by Douglas County and other entities.
- May include non-compliance with election law and litigation.

INDEPENDENT JUDGMENT:

- Decisions are guided by governing statutes and rules, department/division policies, and operating procedures under direction of supervisor.
- This position requires a working knowledge of election processes and office procedures.
- Identify opportunities for process and/or productivity improvements and designs and implements changes.
- Use individual judgment and problem-solving skills to accomplish goals and achieve desired results.
- Effectively utilize resources (reports, policies, experience, and job knowledge) to draw logical conclusions to problems.
- This position has moderate latitude for decision making and may exercise this authority in absence of supervisor.
- Refer complex issues to supervisor.

CONTACTS:

- Frequent direct contact with deputies, managers, employees, and departments
- Political Party and School District representatives
- Secretary of State's office, Department of Local Affairs office, Department of Revenue, and Office of Information Technology
- Vendors
- Public

MINIMUM QUALIFICATIONS:**EDUCATION and/or EXPERIENCE:**

- Associates Degree from an accredited college or university in Computer Science, Information Technology, Management Information Systems, or related field, or equivalent combination of education and related work experience.
- Two years' experience in desktop hardware and software support, which includes support of remote locations. Two years' experience with current version of MS Office Suite.
- A+ certificate required, MCP preferred and may be substituted for A+.
- Current Microsoft Professional Certification in current operating system preferred.

- Colorado elections experience preferred; elections technology and equipment experience preferred: SCORE, Poll Chief, Clear Ballot or other voting systems.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Understand, interpret, explain, and comply with election law and Secretary of State rules as they relate to security and election equipment (including but not limited to Title 1 C.R.S, Colorado Secretary of State Rules Concerning Elections).
- Expert level technical skills; meet and maintain technical training requirements due to legislation and the advancement of technology.
- Work effectively both independently and in a team environment and utilize initiative to direct own and others' activities.

- Manage multiple activities concurrently, allocating time to each according to prioritization.
- Maintain confidentiality of information consistent with applicable federal, state and county laws, rules, and regulations.
- Establish, maintain, and foster positive and harmonious working relationships.

- Communicate effectively in both oral and written form; communicate technical information to non-technical personnel; speak, read, and write English fluently.
- Ability to create, evaluate, and improve business processes.
- Excellent analytical, reasoning, and troubleshooting skills.

- Proficient math skills.
- Proficient skill level in Microsoft 2010 Outlook, Word, Excel, and PowerPoint; proficiency in Visio and SharePoint preferred.

SUPPLEMENTAL INFORMATION:**WORK ENVIRONMENT:**

- Typical office equipment in addition to computer and electronic equipment that the County currently owns and the IT Department provides service for.
- Work is generally performed in a typical office environment.
- Occasional travel to election sites, office locations, other counties, municipalities, and training.
- Occasional work in warehouse environment with varying degrees of temperatures, dust, cement flooring with no padding, high shelving requiring ladder or forklift access.
- May require operation of various equipment and vehicles including forklift, pallet jack lift, 15-passenger van, box truck, and other county vehicles.

- Subject to blackout periods for planned time off lasting up to three months at a time. Typically, this timeframe may begin 60 days prior to Election Day and may end 30 days past Election Day. Additional blackout periods may be identified with little notice based on workload and operational need.
- Extended work hours may be required to include evenings, weekends and holidays to complete duties and responsibilities.
- While performing the duties of this job, the employee is regularly required to sit and operate office equipment.
- May require heavy lifting at 35 pounds or more.
- May require overnight stay infrequently.

In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event that an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.douglas.co.us>

Job #7570T 08/08/2018
 SENIOR APPLICATIONS AND SYSTEMS COORDINATOR
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OUR OFFICE IS LOCATED AT:
 100 Third Street
 Castle Rock, CO 80104
 303-660-7427
hr@douglas.co.us

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Senior Applications and Systems Coordinator Supplemental Questionnaire

- * 1. Which of the following best describes your highest level of education achieved?
- Some High School
 - High School or GED
 - Some College
 - Associate's Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctoral, Ph. D
 - LL.B./J.D., Law
- * 2. Do you have at least two years' experience in desktop hardware and software support, which includes support of remote locations?
- Yes
 - No
- * 3. Do you have a minimum of two years' experience with Office 365/2016 and Windows 10?
- Yes
 - No
- * 4. Please select the option that best applies to you:
- A+ Certification & MCP
 - A+ Certification only
 - MCP only
 - None of the above
- * 5. Do you have a valid Driver License, or the ability to obtain before hire?

Yes

No

- * 6. Tell us why you believe you would be the best candidate for this position. Please be specific.

- * 7. Culture is a key focus in the office of the Clerk and Recorder. It is important that our employees are engaged as well as enjoy their work environment. If you were to create the perfect work environment for yourself, what qualities would it have?

* Required Question