

## SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

### CLASS TITLE: EDUCATION CENTER INFORMATION TECHNOLOGY (IT) SUPPORT COORDINATOR

#### SUMMARY DESCRIPTION

Under the direction of the Center Dean or designee, plan, organize, coordinate and oversee daily computer and technology operations and functions at an assigned Education Center; assign and provide technical support to faculty, staff, administrators, and students at the assigned Education Center relative to both academic and administrative information systems; assign and participate in network design and ongoing support to ensure connectivity; develop and maintain working knowledge of new systems and applications as new technology is implemented; assign and provide assistance in the use of personal and Macintosh computers, instructional technology, adaptive technology, and multimedia hardware and software; provide phone assistance and functionality training for clients as needed.

#### DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Information Technology Support Coordinator by the demonstrated level of knowledge required to function independently without proximity to higher level information technology positions. Incumbents must have demonstrated ability to perform the full scope of duties assigned to this classification. Incumbents are assigned to a full service Education Center and have responsibility for complex systems and diverse applications. Positions in this classification participate in complex network design and configuration for a large Center; perform upgrades to the network, operating systems and applications; maintain the Center's network, applications, and computer hardware with minimal assistance from the main campus; and must have the knowledge and skills to be able to independently troubleshoot and resolve most problems.

#### REPRESENTATIVE DUTIES

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Plan, organize, schedule and direct the activities of multiple information systems projects and tasks assigned; prioritize and schedule work; monitor progress of projects. **E**
2. Set up, configure, secure, update, back up, troubleshoot and maintain a variety of networked servers and personal computers at an assigned Education Center including those for applications, database, SQL, file, print management, licensing and imaging; set up, maintain, and adjust security permissions; install windows updates, operating systems and application updates. **E**
3. Administer servers and troubleshoot errors including network connectivity problems; work with network personnel at the main campus to ensure proper adjustments in the network equipment are made to support various connection needs, e.g., remote access, ftp access. **E**
4. Plan and coordinate the setup and configuration of the pay for print system at the assigned Education Center; monitor and troubleshoot any problems; coordinate training with Education Center information technology employees on procedures and processes of the pay for print system; train and assist students, tutors, and faculty on how to use the pay for print system.
5. Plan and coordinate IT support and facilities for various events including special training, seminars, conventions, hands on training workshops, governing board meetings, seminars and various other non-district events, trainings, meetings, and retreats. **E**
6. Coordinate with and act as liaison with information technology personnel at other agencies.
7. Plan and facilitate the setup, configuration, and maintenance of the computers and internet access for students at offsite extension facilities; set up and configure staff, faculty, and Administrators computers with registration software, internet access, and VPN software to access College resources, e.g., Navy Bases, Crown Cove Aquatic Center, etc. **E**

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8. Create and maintain student accounts on the student domain; manage the assigned Center's organizational unit in active directory; add and remove computers to the staff and student domain. *E*
9. Coordinate group or individual training and support for staff, faculty and administrators on software, hardware, and network needs and issues; set up e-mail accounts; troubleshoot and resolve e-mail problems; assist faculty, staff, administrators and students with network log in, changing of passwords, telephone setup, smart podiums, and wall unit classroom technology; respond to student questions in the lab pertaining to various software packages and technical issues. *E*
10. Resolve problems involving desktop applications including Operating Systems for Windows and Macintosh environments; use industry practices and techniques to achieve resolution of problems encountered; utilize diagnostic and analytical skills to evaluate, resolve, and reconfigure hardware and software. *E*
11. Install, operate, and maintain a variety of hardware and software including but not limited to personal and Macintosh computers, specialized applications, hard disks, modems, printers, wireless presentation headsets and speakers, remote instructional presentation pointers, camcorders, card readers, scanners, digital cameras, tracking and network systems and servers, and related equipment. *E*
12. Install, operate, and maintain a variety of instructional technology and multimedia equipment including but not limited to video conferencing systems, security surveillance systems, VCRs, DVDs, room control systems, document cameras, digital projectors, and other smart classroom hardware and software. *E*
13. Evaluate, recommend and purchase technology equipment for the assigned Education Center; maintain current information on prices and packages; conduct research on pricing, compatibility, and availability. *E*
14. Prepare and maintain records, reports, inventories and files as necessary. *E*
15. Prepare and monitor information technology supply, repair, and hardware and software budget for assigned Education Center.
16. Identify, define, and accurately document all detected/reported problems, bugs, and discrepancies. *E*
17. Consistently ensure the working quality of all computers and media hardware and software. *E*
18. Strive to always improve customer service; advise peers and supervisor of any recommended improvements. *E*
19. Provide assistance and back-up support to IT Support Technicians as needed; assist technicians with coaching, training, and self-improvement by sharing knowledge and communicating best practices. *E*
20. Provide work direction, supervision, training, scheduling, and technical guidance to Information Technology temporary and student assistants; review staff work for accuracy and timely completion of assigned duties. *E*
21. Maintain current knowledge of computer, network, instructional technology, and multimedia technology; attend seminars, trade shows, vendor demonstrations, and product training sessions.
22. Plan, coordinate and work with the facilities department as needed with designing, planning, refurbishment, and remodeling for the Information Technology needs of a large education center.
23. Order, set up, configure, and maintain specialized equipment for resident Career technical programs, e.g., Dental Hygiene, Paramedic, Nursing, etc.
24. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

Principles and practices of computer science, networking, and information technology.

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Principles and practices used in the programming and installation of computers, networks, instructional technology, and multimedia.

Operational characteristics of personal computers, Macintosh computers, peripherals, and components.

Network systems including TCPIP, wireless networks, network cabling, hardware, software, and peripherals.

Telephone, video conferencing, audio, video, and multimedia systems including hardware, software, and peripherals.

Instructional technology and multimedia systems including hardware, software, and peripherals.

Principles and procedures of record keeping.

Principles and practices of administration, supervision and training.

District organization, operations, policies and objectives.

Oral and written communication skills.

English usage, grammar, spelling, punctuation, and vocabulary.

Interpersonal skills using tact, patience, and courtesy.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets and databases.

Methods and techniques of proper phone etiquette.

Health and safety regulations.

**Ability to:**

Plan, organize and oversee computer operations at assigned Education Center.

Install, operate, and maintain computers, networks, instructional technology, and multimedia technology including PC and Macintosh computers, peripherals, and components.

Perform minor maintenance, repair, and upgrades as needed.

Critique and recommend computer, network, instructional technology, and multimedia hardware and software.

Adapt to changing technologies and learn functionalities of new equipment and systems.

Analyze situations accurately and adopt an effective course of action.

Compile and maintain accurate and complete records and files and prepare reports.

Operate and maintain modern office equipment.

Work independently with little or no supervision.

Plan, organize and coordinate work to meet schedules and deadlines.

Train and supervise IT personnel.

Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.

Effectively handle sensitive situations involving dissatisfied individuals.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to: A Bachelor's degree from an accredited college or university with major course work in computer science, information technology or a related field, and one year in a lead or supervisory capacity; OR at least two years of college level course work in computer science, information technology, or related field and two years of increasingly responsible work experience as a computer or instructional technology support technician.

**LICENSE OR CERTIFICATE**

Industry certifications in CCNA, CCNP, A+, N+, and MCSE are desirable.

Valid California driver's license and a safe driving record.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed in various areas of an Educational Center and typically includes computer lab, learning resource center, library, smart classroom or office setting with frequent contact with students and staff; may include clinical settings with possible exposure to radiation and biohazards such as needles, saliva, and blood; extended periods of time viewing computer monitor.

**Physical:** Primary functions require sufficient physical ability and mobility stand or sit for prolonged periods of time; to occasionally bend, kneel, crouch; to reach overhead, above shoulders and horizontally; to lift, carry, push, and/or pull moderately heavy computers and related equipment; dexterity of hands and fingers to operate computer keyboards for extended periods of time, multimedia and peripheral equipment; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction to observe computer monitors for extended periods of time and read reports.

**Hearing:** Hear in the normal audio range with or without correction.

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