



Job Title: Campus Technology Services Coordinator Grade: K

Department: Information Technology Services FLSA: Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Performs a variety of moderately complex supervisory duties and administrative tasks to oversee operational activities relating to the Campus Technology Services (CTS) Team within the ITS department.

Characteristics Duties and Responsibilities:

- Supervises, oversees and assist in daily activities, operations, and processes of full-time and part-time staff within at least 3 functional areas of the Campus Technology Services Team of ITS to ensure a smooth flow of operations by setting priorities, establishing goals, and assisting in the development and implementation of internal policies and procedures and recommends changes when appropriate.
- 2. Coaches/advises full-time/part-time staff on questions arising in the assistance of students, instructors, and staff and on the resolution of technology issues, within at least 3 functional areas of the Student Technology Centers (STC). Coordinates the assistance to students or provides assistance to students on use of college technology as well as assistance with homework and assignments, monitors STC's activities, helps to enforce STC rules and regulations, and helps to maintain a safe environment.
- 3. Assists in developing and implementing of policies and procedures related to information systems hardware and software acquisition, use, support, and security within part of the CTS team. Coordinates the repair or replacement of all technology equipment in instructional areas; maintains, installs, images, and troubleshoots technology equipped classrooms to at least 3 functional areas of the CTS staff. Coordinates and responds to ticketed service requests from users for assistance with any instructional area
- 4. Performs complex and confidential duties relating to personnel issues. Oversees, coordinates, maintains, and processes sensitive paperwork including, but not limited to, payroll documents, timesheets, travel reimbursements, purchasing and employee-related documents for portions of the staff within the Campus Technology Team (CTS). Establishes and maintains part-time work schedules, tracking hours worked, and establishes and maintains a part-time budget of hours worked and their payroll.
- 5. Assists with hiring efforts of the CTS Team, including, but not limited to recruiting of candidates, scheduling interviews, tracking progress through PeopleClick application, serving on CTS team's part-time and full-time hiring committees, and following-up with potential candidates. Assists in the hiring, termination, training and evaluation decisions of full-time and par-time staff.
- 6. Performs Performance Development Plans (PDP) for at least 3 full-time direct reports.
- 7. Assists in meeting with users to determine the quality of service and recommends necessary adjustments to accommodate their needs.
- 8. Assists with CTS management reports including, but not limited to, monthly room maintenance reports, Student Technology Centers hourly count report, service request weekly reports; coordinates updates to the instructional database, and other reports as needed.
- 9. Monitors and recommends the purchasing of technical equipment and office supplies. Maintains inventories of CTS assets.





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10. Assists in yearly instructional deployment of technical equipment to classrooms and lab to include, but not limited to planning, execution, and follow-up of the deployment plan. Collaborates on and implements new equipment deployment plan for new systems or processes.

11. Other duties as assigned.

Reporting Relationships:

Direction Received: Reports to the Director Campus Technology Services

Direction Given: Direct supervision of assigned staff

Minimum Requirements:

Associate Degree from a regionally accredited institution in Science or related field; a combination of completed college-level coursework (at least 30 hours) and experience may substitute for the degree. At least 6 months of supervisory experience is required; 2 to 4 years of IT experience.

Knowledge, Skills, Abilities, and Worker Characteristics:

Ability to supervise and/or coach full-time and/or part-time staff on customer service and/or technical issues and to make decisions on their schedule and evaluations

Experienced with student orientation with the ability to work well with students in a lab environment Ability to maintain a customer focus in providing technology services to students, faculty, and staff Knowledgeable in Office systems (Word, Excel, PowerPoint, Access)

Ability to troubleshoot, diagnose, and fix computer hardware components

Experience with Blackboard or Moodle

Experienced with student web-software services and programs

Ability to learn quickly what students are studying, so as to provide initial course work help and/or determine if students needs to seek instructor help

Local Area Network (LAN), wireless, and remote access troubleshooting. Network and LAN fundamentals, including network interface connection and user installation and network topologies.

Ability to consult with students, faculty, and staff for recommending improved processes or technology services

Ability to operate, install, maintain, configuring, troubleshoot, and repair highly technical computers

Ability to maintain effective working relationships with those contracted in the course of work

Ability to efficiently manage time and organize work

Ability to communicate clearly, verbally and written



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Working Conditions:

Typical Office Environment