



Job Description

Job Title:	Infrastructure Coordinator	Grade:	M
Department:	Information Technology	FLSA:	

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 complex technical and administrative tasks related to planning, implementing and maintaining the campus's data infrastructure and IP networking system. Will provide technical direction to analysts ensuring the successful operation of network infrastructure between and at all college campuses. Responsible for administration of a wide variety of infrastructure systems, networking equipment and communication devices running on Windows 2008 R2, Linux & Solaris. Will also engage in consulting, and technical projects which involve Infrastructure Technologies Services delivery to College staff and students.

Characteristic Duties and Responsibilities:

1. Coordinates the installation and maintenance of college infrastructure services and Wide Area/Metro Area Networks.
2. Processes work request and provides customer service through the CPCO ITS helpdesk.
3. Acts as backup to Project Lead Infrastructure as needed during absence.
4. Plans, coordinates and provides input towards the ongoing development of the college's network infrastructure for delivery of data, voice, and multimedia services.
5. Plans, coordinates and provides input towards the ongoing development of the college's communications plant (LAN, MAN & WAN).
6. Answers and responds to telephone calls, e-mail and other communications that come into the department.
7. Analyzes, integrates and implements Web applications as related to communications. Researches emerging technologies to streamline processes.
8. Monitors and reviews projects to ensure that deadlines and quality standards are met.
9. Consults with outside vendors on all issues related to data infrastructure, networking hardware/software, and related matters.
10. Coordinates projects assigned to Infrastructure Analysts and monitors their work for quality and alignment with the college mission.
11. Other duties as assigned.



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Reporting Relationships:

Direction Received: Reports to the Project Lead Infrastructure

Direction Given: Provides direct supervision as a first line supervisor to assigned professional and support staff

Minimum Requirements:

Associate's Degree from a regionally accredited institution in Information Technology or related and at least 4 years of related experience in networking and infrastructure systems. Valid driver's license required.

Knowledge, Skills, Abilities and Worker Characteristics:

Knowledge of Installation and repairs of networking and infrastructure systems
Excellent communication skills
Knowledge of the 'state of the art' software
Knowledge of premise cabling design and software
Knowledge of enterprise Networks
Good management skills

Working Conditions:

Typical office environment; may require lifting, carrying, bending, twisting, pushing, kneeling, stooping, and reaching overhead. Travel between campuses is required. Occasionally out of town travel may be required.