CLASS TITLE: COMPUTER SERVICES COORDINATOR

BASIC FUNCTION:

Coordinate ongoing and special projects for the Chief Technology Officer and the Information and Academic Technology Directors. Projects include budget management and projection, event planning/coordination, assistance in developing college-wide technology goals and objectives, other projects that may be departmental in nature, require college-wide collaboration or coordination with constituents outside the College. Act in the role of an office manager ensuring an efficient and organized office environment and appropriate administrative support for the Chief Technology Officer and other IT managers as directed.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Coordinate IT budget analysis and projections; ensure that needed resources are provided

Establish equipment replacement costs, coordinate equipment maintenance and replacement equipment delivery time frames

Assist in developing technology goals, objectives and track progress and accomplishments

Scheduling, event planning and coordination on and off campus

Act as a liaison for IT Directors, staff and external constituencies with the Chief Technology Officer by responding to requests, inquiries and complaints

Manage purchase of copy machines, related maintenance and supplies. Work closely with Printing Services and College staff in this regard

Maintain Chief Technology Officer’s calendar and schedule; coordinate all meetings, committee activities, workshops and conferences

Process purchasing, travel requests and reimbursements for IT

Ensure that materials are prepared in advance for meetings and presentation; attend meeting and take meeting minutes as required

Provide all required administrative support for the Chief Technology Officer

Manage critical systems and databases related to college-wide tracking and achievement of goals and outcomes; assist in such tracking as it relates to College goals and the accreditation process.

Strategic and Tactical Planning including benchmarking data from comparable institution, tracking and reporting on IT goals and objectives; assist in the AUO/Planning process.

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Represent Information Technology with active participation on various campus committees

Act as the communication hub for the IT department and the campus including coordinating marketing of the IT and Printing Services departments, point person for updating IT and Print Services web content, and assisting with the communication aspects for IT projects

Special projects for the CTO and IT managers including in depth research on new legislation or technical issues, formal budget and technology proposals.

Assist users with determining appropriate technology for their needs, contacting vendors, obtaining quotes, and setting up demonstrations as needed.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
In-depth knowledge of College policies and procedures
Budgeting, fiscal management and reporting
English usage, grammar, spelling, punctuation and business vocabulary
Personal computer skills including, but not limited to, MS Office, Adobe applications, e-mail and calendar applications, Internet browsers and search tools
Strong interpersonal skills using tact, patience and courtesy
Excellent communication skills
Strong math and analytical skills

ABILITY TO:
Learn College organization, operations, policies, procedures and objectives and respond to changes that naturally occur in this regard
Manage the administrative support of the Information Technology Department
Communicate effectively, both orally and in writing
Make independent judgments; prioritize and analyze situations accurately and adopt an appropriate and effective course of action
Prepare correspondence, reports, presentations and other materials
Manage e-mail and calendar; arrange meetings, workshops and conferences
Meet designated schedules and time lines, ensuring proper support for priority projects

EDUCATION AND EXPERIENCE:
Associate Degree and 5 years experience in a community college or university environment managing an office preferably in Information Technology or related department; Bachelor’s Degree in Business Management or related field is preferred.

WORKING CONDITIONS:

ENVIRONMENT:

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Office environment.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Hearing and speaking to exchange information.
Sitting for extended periods of time.
Ability to lift 25 pounds.