COORDINATOR, COMPUTER SERVICES

DEFINITION

Under general direction, provides office management, technical expertise, and administrative assistance to the Chief Technology Officer (CTO), other Information Technology (IT) management staff, and the IT Department internally, as well as, in its role in providing services to the entire District; performs functions such as budget management and projection, event planning/coordination, assistance in developing District-wide technology goals and objectives, other projects that may be departmental in nature, require District-wide collaboration or coordination with constituents outside the District.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Technology Officer. Exercises direct and general supervision over assigned hourly staff.

CLASS CHARACTERISTICS

This is an advanced journey-level class responsible for a wide variety of duties within the Information Technology Department, including office management, technical tasks, and executive assistance. Responsibilities require a high level of tact, discretion, and independent judgment, as well as, thorough knowledge of divisional/departmental and District activities. Incumbents in this classification assist and act in a highly responsible capacity to the CTO, who is responsible for formulating, determining, and implementing management policies that affect the entire District. The work requires the interpretation and application of complex policies, procedures, and regulations and involves contact with the public, as well as, performing various research and budgetary support functions.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Performs office management, coordination, and planning for the IT Department to ensure an efficient and organized office environment and appropriate administrative support for the CTO and other IT managers as directed; monitors and recommends processes to improve communication flow.
2. Provides administrative support to the CTO and IT managers in performing duties of an advanced, complex, sensitive, and confidential nature; attends management staff meetings, takes minutes, and performs related duties; maintains the CTO's calendar and schedule, coordinates the scheduling of meetings, activities, and events with other divisions, departments, and/or District management and administration; makes travel arrangements.
3. Schedules and/or coordinates special meetings, seminars, conferences, training sessions, and other functions for assigned department staff; acts as meeting secretary, including preparing agendas, and taking and transcribing minutes for boards and commissions.
4. Assists with and coordinates and organizes special events; provides public relations and outreach programs to the community.
5. Receives and screens visitors, telephone calls, emails, and mail; provides information and resolves issues for District staff, other organizations, and the public, which often requires the use of judgment and the interpretation of policies, rules, and procedures.
6. Sets up, monitors, and troubleshoots the District's assessment management system, including the creation of accounts, documentation, and reports using applications such as Excel.
7. Coordinates the District's cellular phone plan, including setting up devices, monitoring cell phone plans, and troubleshooting technical issues related to the devices as needed.
8. Creates and executes surveys within the District's student information system.

9. Assists with second-level technical support in the troubleshooting and assisting users with issues pertaining to District systems such as the assessment management system and/or student information system.
10. Plans, designs, develops, organizes, and oversees multiple projects and programs for the IT Department; assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems; acts as the liaison between the department, the District, and outside agencies and other entities; participates in committees formed for programs and projects; presents committees' recommendations to the CTO.
11. Coordinates and participates in the preparation of complex department budgets, including gathering and analyzing data related to expenditures and projected charges; monitors budget expenditures and revenues; initiates department purchases for office supplies and other items as assigned; authorizes payment of invoices.
12. Coordinates, oversees, and performs professional-level administrative work in such areas as purchasing, contract administration, management analysis, project management, and program evaluation.
13. Conducts a variety of basic analytical studies, research, and statistical analyses on administrative and operational problems or issues regarding divisional/departmental activities; evaluates alternatives, makes recommendations, and assists with the implementation of procedural, administrative, and/or operational changes after approval.
14. Maintains accurate records, complex databases, and files; develops storage of records and retention schedules.
15. Develops, implements, and maintains department policies and procedures, reports, manuals, correspondence, and other materials; assists with the departmental annual program review plan and strategic objectives; prepares reports on progress towards meeting strategic objectives; assists with updates to the departmental master plan and monitors progress on implementation activities.
16. Orders supplies and equipment for the IT Department; renews or cancels procurement contracts; researches and provides technology related quotes to other campus departments; assists with the preparation of bid documents as required for the purchase of particular items.
17. Assists with the inventory management function by establishing equipment replacement costs, coordinating equipment maintenance, and determining replacement equipment delivery timeframes.
18. Participates in selecting, motivating, and evaluating assigned hourly staff; provides staff training; directs the work activities of assigned personnel; prioritizes and coordinates work assignments; reviews work for accuracy; recommends improvements in workflow, procedures, and use of equipment and forms.
19. Updates various websites and participates in online technology communities.
20. Participates in group problem solving activities to promote continual business process improvements and initiatives.
21. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
22. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Standard office practices and procedures, including the use of modern office equipment, basic record-keeping, drafting of correspondence, and report preparation.
2. Principles, practices, and procedures of public administration in a public agency setting.
3. Project and/or program management, analytical processes, and report preparation techniques; administrative and higher education-related programs such as purchasing, contract administration, risk management, budgeting, and other related governmental programs.

4. Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
5. Basic budgetary polices and procedures.
6. Basic principles and practices of providing technical and functional direction and training to assigned staff.
7. Sources of information related to a broad range of educational and administrative programs, services, and administration.
8. Applicable Federal, State, local codes, regulations, and departmental policies, technical processes and procedures, legislative processes.
9. Public relations techniques.
10. Basic function of relational database management systems.
11. Basic function of large-scale computer applications, including student information systems and assessment management systems for educational institutions.
12. English usage, spelling, vocabulary, grammar, and punctuation.
13. Techniques for effectively representing the District in contacts with governmental agencies, community groups, various businesses, professional, educational, regulatory, and legislative organizations.
14. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Plan, organize, administer, coordinate, review, evaluate, and personally participate in office management functions and administrative duties and responsibilities; carry out assignments with minimal direction.
2. Assist in preparing and administering complex budgets.
3. Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests/ interruptions.
4. Analyze and resolve office administrative and procedural concerns and make process improvement changes to streamline procedures.
5. Understand the organization and operation of the IT Department, the District, and of outside agencies as necessary to assume assigned responsibilities.
6. Prepare clear and effective statistical, narrative, informational, and educational reports, correspondence, policies, procedures, and other written material; plan and conduct effective administrative and operational studies.
7. Make accurate arithmetic, financial, and statistical computations.
8. Coordinate and oversee departmental and programmatic, project management, and budgeting activities.
9. Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
10. Create documentation and reports using applications such as Excel.
11. Collect, interpret, summarize, and present information in an effective manner.
12. Interpret, apply, and explain applicable Federal, State, and local policies, procedures, laws, and regulations.
13. Plan, schedule, assign, and oversee activities of assigned personnel; supervise, select, train, motivate, and evaluate the work of assigned hourly staff.
14. Organize, maintain, and update office database and records systems.
15. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
16. Use English effectively to communicate in person, over the telephone, and in writing.
17. Understand scope of authority in making independent decisions.

18. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
19. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from a regionally accredited college and five (5) years of responsible experience performing office management, administrative assistant, or executive assistant work, preferably in the an information technology department. A Bachelor's degree from a regionally accredited college or university in business administration, information technology, or related field is preferred.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or students in interpreting and enforcing departmental policies and procedures.