

COORDINATOR, INFORMATION TECHNOLOGY SERVICES

DEFINITION

Under general supervision, provides office management, and technical expertise, to the Chief Technology Officer (CTO), Information Technology (IT) management staff, and IT Department personnel. The Coordinator assists in the planning, scheduling, monitoring, and coordinating of IT related project management activities; coordinates assigned IT related activities within the department and with other departments and outside agencies; oversees the work of clerical staff; and interacts with users and support personnel regarding IT related projects, inquiries, and problems.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief Technology Officer. Provides technical and functional direction to other support staff.

CLASS CHARACTERISTICS

This is an advanced class responsible for planning, organizing, and coordinating IT related project management activities. Incumbents work under general direction and exercise the highest level of discretion, independent judgment, and initiative in performing the full range of routine to complex functions. This class is distinguished from the Chief Technology Officer in that the latter has overall responsibility for all functions of the Information Technology Department and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans and coordinates user support and IT training, information system product distribution, and product maintenance; creates and maintains effective system and operational documentation.
2. Provides support, guidance, assistance, training, and instruction to end-users in the use of computer systems, peripheral devices, software, and related technology used on campus.
3. Plans, schedules, assigns, and oversees technical support and hourly staff activities; generates schedules and specific details for assignments.
4. Coordinates and oversees departmental, programmatic, project management, and budgeting activities.
5. 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.
6. Prepares Board agenda items according to an established format, ensuring accuracy and timeliness.
7. Schedules and/or coordinates special meetings, seminars, conferences, training sessions, and other functions for assigned department staff; assists with and coordinates and organizes special events; provides public relations and outreach programs to the community.
8. Provides information and resolves issues for College staff, other organizations, and the public, which often requires the use of judgment and the interpretation of policies, rules, and procedures.
9. Sets up, monitors, and troubleshoots the College's assessment management and cloud based project management systems, including the creation of accounts, documentation, and reports using standard office and analytical software.
10. Reports technical issues to contracted support vendors to ensure appropriate technical support as dictated by contracts. Follows up and addresses service quality issues as needed.
11. Coordinates the College's cellular phone plans, including setting up devices, monitoring cell phone plans, and troubleshooting technical issues related to the devices as needed.
12. Creates and executes surveys within the College's student information system including preparing

- reports of results for various constituent groups including student elections and academic senate elections.
13. Assists with technical support in the troubleshooting and assisting users with issues pertaining to College systems such as the assessment management system and/or student information system.
 14. Conducts campus wide or individual training sessions on various software applications.
 15. Analyzes, researches, and reports findings to users using various communication methods. Directs interaction with users and support personnel to troubleshoot, define, and support their needs.
 16. 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 controls systems; acts as the liaison between the department, the College, and outside agencies and other entities; participates in committees formed for programs and projects; presents committees' recommendations to the CTO.
 17. Coordinates and participates in the preparation of complex project and 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; Verifies invoices prior to payment authorization.
 18. Coordinates and oversees professional-level administrative work in such areas as purchasing, contract administration, management analysis, project management, and program evaluation.
 19. Assists in the evaluation and recommendation of new software acquisitions and upgrades.
 20. 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.
 21. Coordinates and oversees maintenance of records, complex databases, and files; develops storage of records and retention schedules.
 22. 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.
 23. Participates in Institutional Effectiveness committee and supports the campus with the program review process (PIE) including development of objectives and measures. Implement procedures for tracking measurements and status of objectives.
 24. Renews or cancels procurement contracts including technology hardware and software maintenance agreements; 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.
 25. Assists with the inventory management function by establishing equipment replacement costs, coordinating equipment maintenance, and determining replacement equipment delivery timeframes.
 26. 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.
 27. Updates various websites ensuring accuracy and timeliness of information and participates in online technology communities. Functions as primary content owner of the Information Technology Department documentation.
 28. Participates in group problem solving activities to promote continual business process improvements and initiatives.
 29. Learns and applies emerging technologies, as necessary, to perform duties in an efficient, organized, and timely manner.
 30. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
2. Preparing and administering complex budgets.
3. Basic principles and practices of providing technical and functional direction and training to assigned staff.
4. Sources of information related to a broad range of educational and administrative programs, services, and administration.
5. Public relations techniques.
6. Basic function of relational database management systems.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned functions and responsibilities.
8. Research techniques, methods, and procedures.
9. Technical report writing practices and procedures.
10. Principles and procedures of record-keeping and reporting.
11. Modern office practices, methods, and computer equipment and applications related to the work.
12. English usage, spelling, vocabulary, grammar, and punctuation.
13. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, abilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
2. Operate modern office equipment including computer equipment and specialized software applications programs.
3. Understand systems hardware and software capabilities and configurations; modify systems and software to meet user needs; test, document, maintain, and train users.
4. Plan, organize, administer, coordinate, review, evaluate, and personally participate in project management functions and administrative duties and responsibilities; carry out assignments with minimal direction.
5. Analyze and resolve office administrative and procedural concerns and make process improvement changes to streamline procedures.
6. Understand the organization and operation of the IT Department, the College, and of outside agencies as necessary to assume assigned responsibilities.
7. 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.
8. Make accurate arithmetic, financial, and statistical computations.
9. Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
10. Work confidentially with discretion.
11. Collect, interpret, summarize, and present information in an effective manner.
12. 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.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions.

15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
17. Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests/interruptions.
18. Stays abreast of new trends and innovations in technology; works with IT staff to maintain, revise, or improve the information technology operations.

Education and Experience:

Any combination of training and experience which 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 three (3) years of progressively responsible experience planning, scheduling, monitoring, and coordinating of IT related projects an initiatives.

Preferred Experience:

A Bachelor's degree from a regionally accredited college or university in business administration, information technology and five (5) years of progressively responsible experience planning, scheduling, monitoring, and coordinating of IT related projects an initiatives.

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily an office classification although standing and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds with the use of proper equipment and occasionally heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment and outdoors with exposure to high noise levels and dust and allergens. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.