

### TECHNOLOGY SUPPORT SERVICES COORDINATOR

| **Reports to:**  | Manager, Technology Support Services |  |
| --- | --- | --- |
| **Dept:** | Academic Information Services | **Range:** | 19 |
| **FLSA:** | Nonexempt | **EEO:** | Technical/Paraprofessional |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under direct supervision, coordinate the assigned projects of Technology Support Services; maintain and update the Academic Information Services (AIS) inventory system and related physical inventory records and reports; and perform other duties as assigned.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Coordinate assigned projects and monitor the quotas for client support and media services technicians; review the client support queue and keep all technicians updated with client’s requests and tickets; keep users updated on problem-resolution status.
2. Track new hire technology needs through Employee Change Request (ECR) process; in coordination with the Manager of Technology Support Services, assign work orders to technicians. Monitor the status of the process and report to the manager.
3. Coordinate the AIS asset management system; track, maintain and update the physical inventory of computer equipment; interact with faculty and staff from other departments and coordinate with Purchasing and Receiving staff to ensure the accuracy of asset data; perform regular physical inventories of AIS warehouse and resolve discrepancies as needed.
4. Monitor and coordinate the surplus equipment and ensure accurate listing of surplus goods and donation equipment. Assist in scheduling equipment pickup with Material Management staff.
5. Coordinate incoming capital equipment in AIS; inspect for proper quantity, product specification and condition upon arrival; record and enter receipts into portal inventory system.
6. Establish and maintain records and prepare a variety of narrative and statistical reports, records and summaries.

### OTHER DUTIES:

1. Assist in operating the district’s employee help desk.
2. Perform related duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

* Excellent verbal and written communication skills with a proven ability to communicate effectively and professionally
* Knowledge of standard software/applications, web applications and instructional courseware
* Basic recordkeeping and database management techniques
* Analyze situations accurately and adopt effective courses of action
* Knowledge of modern office practices, procedures, equipment, and applicable software/programs
* Knowledge of applicable federal, state, and local laws, rules, and regulations
* Ability to establish and maintain cooperative and effective working relationships with others
* Ability to demonstrate a sensitivity to and understanding of diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

### EDUCATION AND EXPERIENCE:

Graduation from an associate degree program and one year related experience; or an equivalent combina­tion of training and experience.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Not applicable

**CONTACTS:**

District administrators, faculty, staff and the general public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending, stooping and climbing ladders; occasional heavy lifting and carrying of objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility during day and/or evening hours with occasional evenings and/or week­ends on an as-needed basis. Occasional local travel may be requested.