

COMPUTER CENTER COORDINATOR

DEFINITION

Under direction, to plan, organize, and coordinate, the operations of the computer center, to support, maintain, upgrade, and administer stand alone and networked computers, peripherals and operating systems; to provide training to faculty, staff and students on the use of the various computing systems; to support and develop Internet resources and use; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class are responsible for coordinating the operations of a computer center and for functioning as systems administrators for complex networked systems, mini computers, and coordinating and maintaining Internet connectivity, access, and security. They perform a variety of technical duties related to both hardware, software, and telecommunications support and supervise the day-to-day operations of the computer center. It is distinguished from the College Computer Systems Specialist in that the latter is involved with the college-wide planning, repair, maintenance, and support of interconnected networks and telecommunications from initial planning to day-to-day operations of the various systems.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the manager on a college campus responsible for the college's computer and information systems. Provides direction for classified employees and student assistants.

EXAMPLES OF DUTIES

Essential duties may include, but are not limited to, the following:

Coordinate the daily operation of the computer center; assure equipment is in proper working order; repair or arrange for repair of equipment.

Hire, train and supervise student assistants and student peer advisors; train, assign duties, and coordinate classified employees in the computer center.

Plan, create, configure, and administer user and group accounts, Internet connectivity, network security, and network software applications.

Develop and implement standards and procedures for use in the computer center.

Assist faculty, staff and students with hardware, software, and Internet applications.

Schedule, coordinate and present workshops related to computer applications and use.

Plan develop, write, and update handbooks for the use of various equipment.

Write and present proposals to acquire funding from grants and other sources.

Install and update operating system, applications, and program fixes for stand alone, networked, mid range, and Unix computers.

Design and assist others with the creation of home pages on the World Wide Web.

Answer questions and solve problems from Internet users.

EXAMPLES OF DUTIES (continued)

Participate in testing and evaluating hardware and software products and make recommendations on their purchase and use.

Communicate with vendors to obtain information, resolve problems, arrange and conduct demonstrations and evaluations; order parts, supplies and documentation.

Maintain records of activities; develop and maintain system documentation.

Stay abreast of industry technology and trends; adapt to changes in technology.

MINIMUM QUALIFICATIONS**Knowledge of:**

Administration, use, and requirements of common computer operating systems, applications programs, and communications software.

Principles, methods, materials, and equipment used in the instructional computer centers.

Procedures of software and hardware configurations and optimization.

Installation, maintenance, and support of network and mid-range computer management software packages.

Internet connectivity protocol and applications.

Principles and practices of technical supervision and training.

Ability to:

Coordinate the daily operation of the computer center.

Assure equipment is in proper working order.

Provide technical advice and assistance on matters relating to the operation and support of college computers systems including multiple networks, network peripherals, telecommunications, and Internet.

Use electronic test equipment and common small hand tools.

Train users of various computer systems and applications, including the Internet.

Comprehend technical manuals and instructions.

Supervise and train a large number of student assistants.

Experience and Education

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and skills would be:

Education:

Equivalent to an Associate of Arts degree from an accredited institution in computer science, information technology or related field. Possession of a certificate as a Certified Network Administrator (CNA), or equivalent is highly desirable.

Experience:

Four years of responsible experience in providing operation and support to a variety of computer users, preferably in an educational environment.

License:

Possession of a valid California driver's license.

PHYSICAL CHARACTERISTICS: (with or without the use of aids)

Demonstrates ability to enter and edit pertinent data on computer terminals.

Demonstrates ability to use small hand tools and electronic test equipment.

Demonstrates sufficient vision to read all printed materials including computer screens and electronic displays.

Demonstrates sufficient near and distant vision to perform the essential duties of this position.

Demonstrates sufficient hearing to conduct face-to-face and telephone conversations.

Speaks in an understandable voice with sufficient volume to be heard within a normal conversation distance, on the telephone, and in addressing groups.

Demonstrates ability to transport self to places necessary to perform job, including enclosed areas of buildings and on even and uneven surfaces.

Demonstrates ability to occasionally lift and/or move up to 35 pounds.

Demonstrates the physical, mental, and emotional stamina to perform the duties and responsibilities of the position.

WORKING CONDITIONS

This job involves some manual labor including entering enclosed areas of buildings such as crawl space as well as office work. Environment is generally clean although occasional exposure to conditions such as dust, fumes, odors, or noise will occur. A video display terminal is used on a regular basis.