

SENIOR TECHNOLOGY SERVICES COORDINATOR

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Tech./Paraprofessional	PEU Local 1	65	07/27/00	Classified	1 of 2

DEFINITION: Under general supervision of a manager, responds to telephone and in-person requests for information on business software and computer use and college media and television production services and equipment, provides technical assistance to lower level staff, and schedules, monitors the use of, and coordinates the availability of technology and media related services and equipment.

DISTINGUISHING CHARACTERISTICS: A Senior Technology Services Coordinator performs the most complex troubleshooting tasks involving business and educational software and networked computer systems, provides technical assistance to lower level staff, and schedules monitors the use of, and coordinates the availability of media services and television production equipment. In contrast, a Technology Services Coordinator performs routine or less complex troubleshooting tasks involving business and educational software and networked computer systems; schedules, monitors the use of, and coordinates the availability of media services and television production equipment, and prepares a variety of budgetary and technical reports.

EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS: Duties/essential functions may include, but not be limited to, the following:

- Provides technical assistance to staff involved in the troubleshooting and resolution of computer and software user problems;
- Schedules, monitors the use of, and coordinates the availability of media services and television production equipment;
- Responds to requests from users for guidance in the use of business and educational software, as well as common hardware and peripheral equipment problems;
- Routes unresolved computer use problems to appropriate staff for resolution and logs in, tracks, and monitors the status of work requests to ensure timely completion;
- Provides staff training in the use of basic media services equipment;
- Enters and retrieves a variety of statistical, budgetary and related data from on-line systems, schedules and performs downloads of information, and creates and/or prepares a variety of routine reports;
- Researches, compiles, and prepares reports on technical equipment requirements (specifications) and the availability of data on the District's on-line systems;
- May use a vehicle to get equipment, parts, etc.
- Drafts technical specifications and order forms in preparation for purchases of new technology and equipment, replacement parts and services, software upgrades, and related items and services;
- Performs a variety of tasks in support of the preparation and administration of the department's budget, including gathering and compiling data, preparing budget requests, recording and monitoring expenditures, reconciling discrepancies, and maintaining a variety of account records;
- May schedule work assignments for lower level employees, track staff leave information, and gather and prepare payroll-recording records for the department.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge Of: Standard educational and business software; basic use and configuration of stand alone and networked computers; appropriate interpersonal and instructional techniques for conveying information by telephone and in person; financial record keeping practices and procedures; basic methods for gathering and presenting statistical and technical data; preparation of technical specifications; budget development and expenditure tracking; network protocols; basic business report writing.



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Ability To: Coordinate, schedule, track, and monitor multiple activities, services and equipment usage; respond to requests for guidance in the use of stand alone and networked computer equipment and refer unresolved problems to appropriate staff; provide technical expertise on the use of business and educational software applications at an advanced user level; keep informed of updated versions of standard business and educational software and learn to use new software programs; provide basic information regarding the use of media services and television production equipment; establish and maintain effective working relationships with staff, students, and the public; prepare technical reports, gather and present statistical data, and maintain and monitor a variety of budgetary records and accounts; download information from the District's on-line data system using appropriate network protocols.

Education/Training: Equivalent to an AA degree from an accredited college or university in computer science or related field.

Experience: Equivalent to three years of experience coordinating the daily activities of technology or media services personnel and/or troubleshooting and resolving software or hardware problems.

License/Certification: A valid Class C California Driver's License.

Actions: Newly created classification adopted by the Governing Board on 07/26/00.