

<p>NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION</p>
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Job Title:	IT Help Desk Coordinator	Range:	41
Date Revised:		Date Approved:	April 28, 2020

PRIMARY PURPOSE

This position is responsible for planning, coordinating, and organizing a variety of programs, services, and activities to assist students and facilitate their educational goals, coordinates use of program(s) facilities with faculty, staff, and students.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Recruits and trains computer Lab Aides and Lab Techs/Help Desk hourly personnel to assist Students, Faculty and Staff in accordance with District policies. Provides training and instruction to assigned personnel to assure proper care and use of software and equipment to assist Students, Faculty and Staff to obtain educational objectives.
2.	Writes instructions for Students, Faculty and Staff for use of software applications.
3.	Maintains computer labs in a safe, clean and orderly condition; prepares and maintains records and reports as necessary.
4.	Coordinates the scheduling of the reserve lab for the campus and resolves lab use conflicts with Faculty/Staff as they arise.
5.	Orders, maintains, receives, and stores equipment, materials and supplies; maintains inventories to assure adequate quantities are available for timely instructional use; develops budget as assigned and monitors expenditures. Coordinates with per page print vendors to insure quality assurance and appropriate toner supplies for the campus.
6.	Prepares and processes all Human Resources documents for all computer lab hourly staff.
7.	Under the direction of the ACT/IT Manager, independently performs a wide variety of complex technical duties in the preparation and maintenance of the ACT/IT hourly payroll budget, prepares reports and materials as assigned so that the ACT/IT Manager can make informed decisions.
8.	Receives reviews, calculates and records all ACT/IT hourly employee time sheets; inputs, updates and maintains data on all ACT/IT hourly employee payroll records. Communicates with District Payroll to ensure the accurate and timely payment of wages for all ACT/IT hourly employees.
9.	Communicates with outside institutions and completes documentation for employment verification of ACT/IT hourly staff. Writes letters of recommendation.
10.	Addresses and resolves Service Requests and oversee the campus Help Desk hourly personnel address and resolve Service Requests. Assigns Service Requests to the appropriate ACT/IT staff and oversees the weekly reporting of Service Request data.
11.	Assists campus Desktop Services in the setup and take down of Media equipment (i.e. Mics, speakers, mobile laptop projector demo stations), at various locations of the campus.
12.	Assists ACT/IT in special projects such as software compliance and inventory.

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13.	Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
14.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
15.	Performs related duties as assigned.

OTHER FUNCTIONS

WORKING RELATIONSHIPS

The IT Help Desk Coordinator maintains frequent contact with various departments, outside agencies, students, staff, and public.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Two (2) years of college coursework in Computer Electronics, computer Sciences or a related field.

Four (4) years training or work experience directly related to the position.

Three years of increasingly responsible professional experience within an environment with high emphasis on customer service and program coordination, preferably in an educational setting.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and clients in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of current computer hardware, software and related peripheral
- Knowledge of various computer software applications
- Knowledge of video conference equipment
- Knowledge of the District telephone system, maintenance and repair
- Knowledge of web page creation, publication and maintenance
- Knowledge of principles and practices of electronics as related to computer hardware and peripherals
- Knowledge of electronic theory and circuit analysis skills
- Knowledge of district organization, policies, procedures, goals and objectives of assigned department
- Knowledge of policy, procedure, local, state and federal regulations related to department operations
- Knowledge of the principles and practices of supervision, training and direction of personnel
- Knowledge of proper English usage, grammar, spelling, punctuation and vocabulary
- Knowledge of modern office practices and procedures
- Knowledge and ability to operate computers, copiers and other standard office equipment
- Ability to work independently with little direction
- Ability to plan, organize and prioritize work
- Ability to meet schedules and time lines

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Ability to understand and follow oral and written directions
Ability to communicate effectively, both orally and in writing
Ability to establish and maintain effective working relationships with others
Ability to lift up to 80 pounds

SPECIAL REQUIREMENTS

None

WORKING CONDITIONS

College or District information systems office environment; subject to lifting heavy boxes and equipment (up to 80 pounds unassisted); subject to repetitive bending, stooping and use of upper extremities; subject to exposure to electrical hazards.
