

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	IT Services Coordinator I	Range:	48
Date Revised:		Date Approved:	April 8, 2003

PRIMARY PURPOSE

This position is responsible for planning and coordinating hardware and software installations, upgrades maintenance and repairs for students faculty and staff. Responsibilities include providing work direction and training to lower level technical staff, recommending technology solutions to end users, and providing recommendations to purchasing on computer-related equipment, bid specifications, and technology vendors; and troubleshooting complex technical problems related to the installation and maintenance of computer hardware, software and related peripherals.

ESSENTIAL FUNCTIONS

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

1.	Oversees and coordinates hardware and software installations, upgrades maintenance and repairs.
2.	Trains and provides work direction to assigned technical personnel; sets and monitors daily work activity; oversees quality control check, configuration, installation, repair and inventory of computer hardware and related equipment.
3.	Communicates with various departments and users to define end user needs and provide technical solutions and support.
4.	Consults with vendors regarding computer equipment and related peripherals; determines appropriate needs for systems and services.
5.	Researches and evaluates information on hardware, software and peripherals; remains current on latest advances in the industry; attends a variety of committee meetings and conferences as required.
6.	Prepares purchase requisition specifications on computer hardware and software; orders special supplies, parts and equipment as necessary; screens computer-related purchase requisitions for equipment compatibility and servicing and assists purchasing with bid preparation and vendor selection.
7.	Prepares and maintains a variety of records, including records of requests for service and services provided, and records related to personnel activities, stock, inventory and statistics.
8.	Establishes and maintains fixed asset and physical inventory of all equipment and replacement parts.
9.	Coordinates and supervises work performed by outside contractors and vendors.
10.	Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
11.	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.
12.	Performs related duties as assigned.

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OTHER FUNCTIONS

WORKING RELATIONSHIPS

The IT Services Coordinator I maintains frequent contact with various District departments and personnel, and outside contractors and vendors.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Associate Degree in Computer Electronics, Computer Science or a related field or the equivalent in college course work in a related field. Minimum five (5) years experience in hardware and software installation, maintenance and repair including extensive lead experience

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/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of District organization, operations, policies and objectives

Knowledge of practices and procedures in the installation, maintenance and repair of computer hardware

Knowledge of principles and techniques of system set up, configuring, networking and computer programming

Knowledge of theory of electronic principles in communication technology

Knowledge of methods and practices of inventory control

Knowledge of principles and practices of supervision and training

Knowledge of basic research methods

Ability to assign work and provide technical work directions to others

Ability to maintain accurate records and prepare reports

Ability to analyze situations accurately and adopt an effective course of action

Ability to read and interpret technical manuals and schematics

Ability to plan, organize and prioritize work

Ability to meet schedules and time lines

Ability to train and provide work direction to others

Ability to understand and follow oral and written directions

Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

None

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WORKING CONDITIONS

College or District information systems office environment; subject to lifting (up to 50 lbs. unassisted); subject to exposure to electrical hazards; subject to repetitive bending, stooping and use of upper extremities including hand coordination activities.
