

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	IT Services Coordinator II	Range:	52
Date Revised:	October 14, 2015	Date Approved:	April 8, 2003

PRIMARY PURPOSE

This position is responsible for planning and coordinating the analysis, design, installation, maintenance and repair of local and wide area networks, hardware and software, configuration and network security; and providing technical assistance and work direction to assigned personnel.

ESSENTIAL FUNCTIONS

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

1.	Organizes, prioritizes and assigns daily work assignments to technical staff; provides technical training and assistance on complex issues; determines staffing needs; directs and obtains status on work in progress.
2.	Plans, designs and implements changes to network communication systems applications, network communication database systems, router and switch interfaces, and network systems, and coordinates timeframe for changes; develops technical recommendations, project milestones, and target dates; discusses specifications with users to obtain approval.
3.	Acts as a project leader establishing milestones and timelines and delegating project tasks to other technical staff.
3.	Monitors the performance and integrity of District wide area network (WAN); updates network documentation; and makes additions, deletions and changes to the network as necessary.
4.	Schedules new network installations and modifications; coordinates project timelines and monitors progress to assure completion within established timeframes.
5.	Manages network faults and performance configurations, and troubleshoots network-related problems.
6.	Coordinates with various departments to assure network, voice, data and video communications remain operational during projects that may have an impact on their infrastructure or connections.
7.	Maintains equipment service agreements; makes recommendations for parts and equipment purchases; orders parts and supplies as necessary.
8.	Assists with budget development and allocation; performs cost analysis and analyzes current systems for potential streamlining and cost-savings.
9.	Stays current on changes in technology in order to provide recommendations and advice to more senior technical personnel and end users.
10.	Learns and applies emerging technologies and advances (e.g., voice, data and video hardware, router and switch interface upgrades, and computer hardware and software) 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.

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12.	Performs related duties as assigned.
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OTHER FUNCTIONS

WORKING RELATIONSHIPS

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

EDUCATION AND EXPERIENCE

Minimum Qualifications

A.S. in Information Systems, Computer Science, or related field or the equivalent in college course work in a related field. Minimum five (5) years experience with operating systems and data communications networks, including leadership responsibility
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 network systems design and analysis
Knowledge of computer hardware and software, and related peripherals
Knowledge and understanding of various diagnostic tools and equipment
Knowledge of applicable programming languages
Knowledge of the principles and practices of providing technical work direction and guidance
Knowledge of correct English usage, grammar, spelling, punctuation and vocabulary
Ability to plan, lead, coordinate and conduct major projects or phases of projects.
Ability to compile, organize and present statistical and technical data
Ability to maintain current knowledge of technological advancements in the information systems industry
Ability to analyze situations accurately and adopt an effective course of action
Ability to plan, organize and prioritize work
Ability to meet schedules and time lines
Ability to work independently with little direction
Ability to communicate effectively, both orally and in writing
Ability to understand and follow oral and written directions
Ability to establish and maintain effective working relationships with others

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SPECIAL REQUIREMENTS

None

WORKING CONDITIONS

College or District IT office environment; subject to lifting (up to 50 lbs. unassisted), subject to electrical hazards. Subject to sitting for long periods at a time (up to 2-3 hours). Repetitive use of upper extremities including hand coordination activities.
