

POSITION DESCRIPTION

TITLE: Information Technology Support Center Coordinator- (Exempt)

Collective Bargaining - Eligible

Based on the duties and responsibilities as described in this position description, it has been determined that the incumbent is eligible to participate in collective bargaining.

JOB SUMMARY:

The Information Technology (IT) Support Center Coordinator reports to the Director of Information Technology Support Services and is responsible for providing technical and computer services, training and assistance to the campus community. The IT Support Center Coordinator will work daily with computer hardware and software, repairing and replacing defective equipment, installing and testing new and/or upgraded software. The IT Support Center Coordinator will be responsible for supporting the day-to-day operations of the IT Support Center, managing the student tier 1 support team. The IT Support Center Coordinator will help troubleshoot problems with members of the campus community and is on-call during office hours to provide field support as needed for the user in need. As the position requires constant interaction with the campus community, strong communication skills are essential.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following the policies and procedures as defined in the Memorandum of Understanding (MOU) and/or the employee handbook.
- Contributes to the overall effectiveness of the IT Support Center by providing excellent customer service at all times; communicates with faculty, staff and students in a courteous, responsive and helpful manner.
- Oversees the daily operations of the Support Center and ensuring all pertinent work request information is obtained, assessing the request to determine if the problems are user, software, or equipment related and then resolving and/or assigning work tickets to the appropriate area for resolution.
- Manages and schedules the student tier 1 support team; answers questions and directs responses; develops and provides training for the student tier 1 support team; and reviews the student work to ensure tickets are addressed in a timely manner.
- Responsible for evaluating and responding to the day-to-day One-Card requests received via e-mail, telephone and walk-in.
- Provides technical support and troubleshooting assistance to the campus via e-mail, telephone, and office visits.
- Provides technical support for Microsoft Office suite, Windows and MAC Operating Systems and has a thorough knowledge of Microsoft Windows Desktop OS (Windows 7 to current) and Mac OS X in a business\education networked environment.

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- Works with Active Directory in the maintenance of user accounts and computers.
- Familiar with network account and network printer set-ups, email programs and web browsers; resets network account passwords for faculty, staff and students.
- Responsible for test, installation, configuration and repair of hardware and software; troubleshoots hardware and software problems including, but not limited to PC, MAC, and Linux platforms; assists with hardware inventory database.
- Responsible for testing and updating PC and MAC desktops via mass client deployment\imaging and endpoint management tools. Provides client support using remote support tools.
- Responsible for helping to implement creative and effective technology solutions for campus users; stays abreast of technology changes in software and hardware products; participates with other computer support staff in evaluating, documenting, and improving support procedures and services.
- May lift and move computers, monitors, and other hardware as required.

MINIMUM QUALIFICATIONS:

- Education: High School Diploma or equivalent; Associate's degree or above preferred.
- Experience: At least four years of recent relevant experience at troubleshooting both PC and MAC hardware and software problems.
- Strong verbal, written and organizational skills including spelling, grammar and record maintenance procedures.
- Ability to handle sensitive situations.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.