



Classification Description

Job Title: Coordinator, Technology Services

Pay Grade: TC010

Job Code: T029

FLSA Status: Exempt

Job Purpose

This professional position manages and supports a service oriented, responsive and efficient presence for the Technology Services team of FSW IT by providing technical support to instructors, staff, and students in all areas of administrative and academic technology at FSW State College sites or areas assigned. This position will also be key in providing technical supervision, guidance, assistance, advice and support to technicians or student assistants in the area of the College's technology needs including, but not limited to, personal computers, peripherals, and enterprise applications hardware (i.e., Micros POS, Electronic Door Access Locks, Cameras, WEPA print stations, etc.).

General Responsibilities

Essential Functions

Monitors, maintains and repairs all related technology including, but not limited to, troubleshooting, repairing, upgrading and configuring desktop and laptop hard drives and other computer components and peripherals; troubleshoots and resolves standard and complex computer performance issues to ensure proper functioning of desktop equipment and applications; installs, evaluates and repairs software, hardware, and peripheral equipment and prepares appropriate evaluations of technology, submitting recommendations to management for review.

Sets up and maintains desktop computer software and hardware for both administrative and academic desktops.

Performs network and PC troubleshooting to isolate and diagnose common network and PC related problems.

Coordinates activities with help desk, network services, or other information systems groups as necessary. Takes corrective actions as needed.

Monitors and coordinates the completion of help desk tickets and/or service requests related to assigned area's computing issues.

Supervises, trains and assists staff including student assistants.

COORDINATOR, TECHNOLOGY SERVICES

Performs the installation, support, and maintenance of equipment and hardware associated with the CBORD applications, including but not limited to, door locks, ID Card printers, cameras, ID photo capture stations, terminal readers, MICROS POS systems, and pay for print stations.

Identifies, troubleshoots and resolves network errors, failures and Windows server related issues that impact the academic or administrative desktop environment.

Coordinates, supervises and/or operates technical and A/V equipment at assigned functions and during major events as coordinated by Technology Services management.

Identifies and implements methods for improvement for computing-related issues. Works with vendors as necessary.

Collaborates with departmental leadership to determine requirements for new software or modifications to existing configurations.

In collaboration with departmental teams, implements College technology systems and software for new configurations or modifications including standardizing technology deployment. Ensures the deployment of new technology to the staff, instructors and/or students is timely and efficient.

Maintains, creates, and deploys new computer images for computers using advanced and effective network technology; maintains operating system images for rapid deployment; designs, tests, and implements virtualized desktop systems where applicable.

Functions as primary technical point of contact for iPad deployment in administrative and academic areas for the collegiate high schools. Collaborates with appropriate departmental staff to standardize deployment protocols.

Collaborates with Technology Services management to establish written service level agreements for the team and develops written procedures for re-imaging desktop computers and/or other devices throughout the College (classrooms, offices, high schools, etc.).

Researches best practices, gathers information and provides recommendations for improvements and new technology to departmental leadership.

Confers with the Technology Services leadership and other staff to determine requirements for new administrative and academic software or modifications to existing configurations; coordinates implementation of computer systems and software for new configurations or modifications.

Maintains appropriate support for all academic labs at the College or Collegiate High Schools, ensuring the lab has the necessary technology and functions at an optimum level, as directed. Provides instruction on various technologies, as needed.

Collaborates with Web Services team to provide support for Collegiate High Schools' websites or other event tasks like livestream updates, as needed.

COORDINATOR, TECHNOLOGY SERVICES

Supports a variety of projects which rely on effective and efficient technology including, but not limited to, student sales transactions, security monitors, club support (i.e. yearbook, photography, etc.), and specialized labs, as directed.

Collaborates with the FSW IT Network team to ensure Collegiate High School student technology is appropriately configured and administered to prohibit Internet access to questionable materials, as directed.

Participates in departmental meetings, in service training and other activities as required; attends conferences, seminars and professional meetings as designated.

Provides and maintains cellular telephone and high-speed internet technology services, which allows immediate accessibility to the College through text and voice messages by cellular phone, and responds as directed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education in computer science or a related field.

Four (4) years of full time, professional work experience in a technology related position. Appropriate combination of education and experience may be substituted.

Proven knowledge and experience supporting computer and A/V systems.

Experience with computer support, image creation and deployment, supporting audio/visual equipment including set-ups, general network connectivity, and general technology required.

Demonstrated experience performing independent PC problem analysis and resolution.

Ability to independently travel to various campuses and other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.

COORDINATOR, TECHNOLOGY SERVICES

- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 27, 2021. Revised: September 19, 2023.