

COORDINATOR, COMPUTER FACILITIES

DEFINITION

Under general supervision, schedules and monitors the operations of academic computer facilities; provides strategic technological planning in collaboration with faculty, staff, and others; designs and implements instructional technology systems according to faculty and division requirements; ensures the consistent and reliable operation of all hardware, software, and networking technology within the division; provides oversight and direction to student workers and functions as the area lead to other staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises technical and functional direction and training to student workers and less experienced staff.

CLASS CHARACTERISTICS

This is an advanced journey-level class that functions as lead to Computer Facilities Assistant positions and student workers. This classification is responsible for planning, systems analysis, technical support, and managing computer facilities. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The work involves frequent contact with staff, faculty, management, and students and the coordination of multiple concurrent activities. Incumbents take on the responsibility for evaluating and resolving the most complex or unique technical issues involving computer hardware and software. This classification is distinguished from the Assistant Director, Academic Technology and Infrastructure in that the latter provides direction and oversight for overall information systems support functions of the College. This classification is further distinguished from the Network Administrator by the latter's responsibility for major network modifications, as well as, repair and configuration issues.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Leads and participates in a variety of technical activities involved in the operation, configuration, upgrading, maintenance, troubleshooting, diagnosis, and repair of computer hardware, software, peripherals, and network systems to ensure smooth and efficient operations of designated computer labs; ensures proper and timely resolution of related problems and malfunctions.
2. Oversees and participates in the investigation, troubleshooting, diagnosis, and repair of hardware, software, peripheral, and network malfunctions; ensures proper replacement of computer components as needed; coordinates related projects; installs and updates anti-virus and security programs and patches as appropriate; ensures proper configuration of hardware and software applications.

3. Conducts research and gathers data for the analysis of departmental end user needs; initiates and maintains communication with academic personnel and other faculty members regarding operating system and application software upgrades and updates in order to ensure smooth transitions and operation during classroom instruction.
4. Trains and provides work direction and guidance to assigned personnel; assigns employee duties and reviews work to ensure accuracy, completeness, and compliance with established standards and requirements; assesses the level of oversight required for employees assigned to each area; supervises and schedules the work of student workers; participates in a variety of recruitment and employment processing activities as directed.
5. Oversees the preparation and organization of computer equipment and lab materials for student and staff use according to established schedules and lab activities; installs software, hardware, peripherals, and network devices and observes elements of lab computers for evidence of incorrect performance; monitors, maintains, repairs, and ensures proper functioning of network servers.
6. Assists in the development and implementation of lab activities, training functions and procedures; provides technical training and assistance to faculty, staff, and others concerning the operation of computer lab hardware, software, and peripherals; responds to inquiries and provides detailed and technical information concerning related practices, requirements, guidelines, and procedures.
7. Develops and implements computer lab usage and maintenance schedules and preventive maintenance activities as directed; receives and coordinates response to maintenance and repair requests in a timely manner; determines the type and extent of intervention required to return equipment to expected performance.
8. Coordinates computer lab activities, liaison between staff, faculty, students, and others; ensures maintenance functions do not interrupt lab schedules and activities; ensures proper and timely resolution of related issues and conflicts.
9. Oversees and participates in maintaining various records and logs related to hardware, software, malfunctions, students, staff, inventory, purchases, and assigned activities; leads and participates in the compiling, developing, updating, and maintaining procedural manuals as required.
10. Coordinates inventory functions to ensure adequate computer hardware, software, and materials to meet computer lab needs; researches, orders, receives, and maintains inventory of related supplies and equipment; oversees and participates in regular and periodic inventories.
11. Communicates with academic personnel, faculty, students, and various outside agencies to exchange information, coordinate activities, and resolve issues or concerns.
12. Operates a variety of computers, servers, peripherals, testers, meters, and specialized software.
13. Maintains current knowledge of technological advances in computer hardware and software; attends and participates in technology seminars and conferences as directed.
14. Researches, tests, evaluates, and provides recommendations concerning the purchase of new computer hardware and software; assists in providing staff training for new technology.

15. Assists in the design, coding, and implementation of computer lab software applications as required; tests and debugs new and modified applications to ensure proper operation.
16. Monitors budgets for computer lab supplies and equipment; ensures laboratory expenditures do not exceed established limitations.
17. Backs up and performs preventive maintenance on lab work stations and servers.
18. Tracks and maintains compliance with software licensing requirements.
19. Installs, maintains, and repairs printers, copiers, and scanners, addressing both hardware and software issues.
20. May assist in relocating departments or divisions throughout campus, including the breakdown and reassembly of offices.
21. Determines disposition of equipment for repurposing or salvage.
22. Performs user data migration and recovery due to hardware/software upgrades or disasters.
23. Ensures computer labs are maintained in a safe, clean, and orderly condition.
24. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
25. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
26. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
27. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
28. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
29. Prepares and delivers oral presentations related to assigned areas as required.
30. Performs other related or preceding classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Practices, procedures, and techniques involved in the operation, configuration, development, modification, maintenance, and repair of computer hardware, software, peripherals, and network systems, including troubleshooting techniques.
3. Materials, methods, and tools used in the operation, installation, and repair of computer and network systems.
4. Database structures, on-line applications, and system capabilities of the College's computer systems.
5. Applicable types of cabling systems, servers, and network design.
6. Techniques and methods of computer hardware and software evaluation, implementation, and documentation.
7. Personal computers and peripherals, as well as, network hardware, including hubs, switches, and cabling.

8. Computer hardware and software of assigned department, network technology, and operating system products.
9. Requirements of maintaining a computer lab in a safe, clean, and orderly condition.
10. Basic principles and practices of providing technical and functional direction and training to assigned staff.
11. Applicable federal, state, and local laws, rules, and regulations, and College and departmental codes, policies, and procedures.
12. Policies and objectives of assigned programs and activities.
13. Inventory practices and procedures.
14. Occupational hazards and standard safety procedures.
15. Methods, techniques, and practices of record-keeping, data collection, and report writing.
16. Oral and written communication skills.
17. Interpersonal skills using tact, patience, and courtesy.
18. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Lead and participate in a variety of technical activities involved in the operation, configuration, upgrading, maintenance, troubleshooting, diagnosis, and repair of computer hardware, software, peripherals, and network systems.
5. Ensure smooth and efficient operations of designated computer labs, and proper and timely resolution of related problems and malfunctions.
6. Train staff on software applications and hardware usage.
7. Plan, schedule, assign, and oversee activities of assigned staff and student workers.
8. Identify and implement effective course of action to complete assigned projects.
9. Setup PC and Network hardware and install and ensure proper operation of new software applications.
10. Provide technical training and assistance to faculty, staff, and others concerning the operation of computer lab hardware, software, and peripherals.
11. Establish and maintain a variety of filing, record-keeping, and tracking systems.
12. Interpret, apply, and explain applicable College policies, rules, and regulations related to areas of responsibility.
13. Organize and prioritize a variety of projects and multiple tasks to meet critical deadlines.
14. Oversee the preparation and organization of computer equipment and lab materials for student and staff use according to established schedules and lab activities.

15. Coordinate computer lab activities, schedules, communications, and information between staff, faculty, students, and others.
16. Perform a variety of functions in the operation of a variety of computer equipment and peripheral components, including LAN and WAN systems; troubleshoot related problems and take appropriate action.
17. Prepare clear and concise reports, correspondence, and other written materials.
18. Maintain current knowledge of technological advances in the field.
19. Communicate effectively both orally and in writing.
20. Understand scope of authority in making independent decisions.
21. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
22. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to an Associate's degree from a regionally accredited college in computer science or related field; and
2. Three (3) years of responsible experience performing technical support and network administration on personal computers and peripheral equipment, including software administration in a multi-user environment; and
3. Requires extensive knowledge of software applications used in area of assignment.
4. A Bachelor's degree from a regionally accredited college or university and/or specialized in adult secondary programs are highly desirable.

Bachelor's degree in Network and Communications Management or directly related field will qualify incumbents for an increased pay grade.

Bachelor's degree in Business Administration (with a related emphasis) will qualify incumbents for an increased pay grade.

Master's degree in Business Administration (with a related emphasis) will qualify incumbents for an increased pay grade.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various College sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 100 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Due to the nature of work, incumbents may come into contact with fumes, dust, and/or odors. Incumbents may interact with staff, students, and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 10/2018; 2/2019; 6/2023