

## KERN COMMUNITY COLLEGE DISTRICT

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### **CLASS TITLE: INFORMATION SERVICES COORDINATOR**

#### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, provide a telephone help desk service to faculty and staff; coordinate a job request system; perform hardware and software troubleshooting by telephone for faculty and staff; maintain a computerized inventory of technology hardware and software; coordinate receiving equipment with the college shipping and receiving department.

#### **REPRESENTATIVE DUTIES:**

Provide a telephone help desk service to faculty and staff with varying degrees of technological competencies; diagnose and troubleshoot minor software and hardware problems; coordinate access to appropriate technicians as needed. *E*

Coordinate and maintain a job request system for requests relating to computers, audio-visual and distance education equipment, electronic maintenance and general maintenance and operations; prioritize, enter and process job requests utilizing an on-line job scheduling system; coordinate the distribution of jobs to appropriate managers; serve as liaison with faculty and staff to answer questions regarding individual job status. *E*

Maintain inventory system of hardware and software; maintain inventory numbers and serial numbers. *E*

Coordinate scheduling of computer laboratories and resolve schedule conflicts with instructors. *E*

Coordinate receipt and acceptance of equipment and supplies through college shipping and receiving department; validate goods delivered against purchase orders; notify faculty and staff of hardware and/or software received; schedule individual delivery and installation through established job request system. *E*

Prepare and maintain reports on supply usage including paper, disks, ink-jet/toner cartridges and other supplies; maintain current computer and accessory price lists; maintain documentation manuals; compose correspondence, reports and memoranda independently. *E*

Research pricing with vendors for computing supplies for campuses; assist in locating suppliers for instructional technology equipment, software and supplies; initiate or assist in the purchasing process. *E*

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items. *E*

Input student identification data into appropriate system; resolve computer problems with student access ID-s. *E*

Train and provide work direction to clerical staff as assigned.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Computer, audio-visual and distance education equipment used in educational institutions.  
Meaning and usage of common technological terms.  
Principles of software operation and data entry in mainframe and computer environments.  
Word processing, spreadsheet and other software applications used at the college.  
Inventory management procedures.  
Local vendors and sources of supply.  
Telephone techniques and etiquette.  
Oral and written communication skills.  
Interpersonal skills including tact, patience and courtesy.  
Record-keeping techniques.  
Budget preparation and monitoring.

**ABILITY TO:**

Diagnose and troubleshoot minor software and hardware problems by telephone.  
Coordinate and process technology-related job requests.  
Maintain a technology equipment and software inventory.  
Develop and implement procedures to assure efficient, accurate and timely receipt of hardware and software from college shipping and receiving department.  
Coordinate purchasing activities.  
Prepare and maintain records and reports.  
Operate a computer and standard office equipment.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Prioritize and schedule work.  
Meet schedules and time lines.  
Train and provide work direction to others.  
Work independently with little direction.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Associate degree in computer science, management information systems or related field and one year increasingly responsible experience in the use of computer software and hardware in networked environments, providing technological support to a variety of end users.

## WORKING CONDITIONS:

### ENVIRONMENT:

Office environment.

### PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

- |    |                               |    |                                      |
|----|-------------------------------|----|--------------------------------------|
| 1. | Seldom = Less than 25 percent | 3. | Often = 51-75 percent                |
| 2. | Occasional = 25-50 percent    | 4. | Very Frequent = 76 percent and above |
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| <u>4</u> | a. | Ability to work at a desk, conference table or in meetings of various configurations.      |
| <u>1</u> | b. | Ability to stand for extended periods of time.   |
| <u>4</u> | c. | Ability to sit for extended periods of time.   |
| <u>4</u> | d. | Ability to see for purposes of reading printed matter.                                     |
| <u>4</u> | e. | Ability to hear and understand speech at normal levels.                                    |
| <u>4</u> | f. | Ability to communicate so others will be able to clearly understand a normal conversation. |
| <u>1</u> | g. | Ability to bend and twist.   |
| <u>1</u> | h. | Ability to lift <u>25</u> lbs.   |
| <u>1</u> | i. | Ability to carry <u>25</u> lbs.  |
| <u>4</u> | j. | Ability to operate office equipment.   |
| <u>1</u> | k. | Ability to reach in all directions.  |

*This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.*