

JOB TITLE: Technical Support Coordinator

DEPARTMENT: Information Technology

LOCATION: Union Campus

REPORTS TO: Director, Information Technology

FLSA: Exempt

LEVEL: 204

DATE: 4/27/22; 02/03/21; 07/01/13

POSITION SUMMARY: Responsible for supporting all aspects of the day-to-day operations of technical services in computer labs and classrooms. The position has full responsibility for the instructional technology that exists in virtually all campus classrooms and off campus locations. In addition, the position continues to have responsibility for the instructional computer labs.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of bachelor degree; one year related experience

ESSENTIAL TASKS: *(Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.)*

- Supervise all personnel assigned, recommending selection, retention, promotion and discharge as appropriate.
- Develop and manage the department budget, approving all expenditures.
- Communicate closely and cooperate with information technology technicians.
- Create and maintain software images for computer labs and classrooms.
- Support hardware maintenance in computer labs and classrooms.
- Purchase and install new instructional technology equipment.
- Research, test, and deploy software updates and new applications.
- Communicate closely and cooperate with faculty to address their needs.
- Help desk duties for student access to campus network resources.
- Train faculty and staff in use of classroom instructional technology.
- Scan for new classroom and instructional technologies and review their applicability to ECC.
- Maintain classroom instructional technology inventory.
- Assist in maintaining stock & inventory of all assigned equipment, supplies, and software, requesting computer-related equipment as necessary.
- Assist in assuring compliance with the college's acceptable use policy in the lab setting.
- Occasional monitoring and analysis of student open lab use and traffic trends.
- Assist in scheduling and preparation for special events that require some level of access to labs or classroom technology.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, and other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations; knowledge of Information Technology Policy; well-developed interpersonal skills, including ability to establish and maintain cooperative working relationships with other employees at all levels; ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Knowledge of department policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations; remain current in all aspects of data processing, word processing, and/or networks related to job assignments; remain current in any emerging technologies that may be applied to the classroom; ability to conduct workshops

intended to instruct faculty in use of classroom technology; ability to use, develop, or repair electronics or complex software (management information systems), hardware, or network systems; interpret policy and establish methods and procedures for acquiring, installing, testing, operating, or repairing technology systems; establish policy for the acquisition, installation, testing, operation, and maintenance of technology systems.

LEADERSHIP and COMMUNICATION SKILLS: Follow complex rules or systems, using professional literature and technical reports; and/or enforce laws, rules, regulations, or ordinances; communicate with internal and external groups;

DECISION-MAKING and ANALYTICAL SKILLS: May be responsible for actions of others requiring development of procedures and constant decisions affecting subordinate workers, crime victims, patients, customers, clients, or others in the general public.

EQUIPMENT AND SOFTWARE: Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, etc.; office machines such as telephones, fax machines, or copiers; familiarity with multimedia applications and computer peripherals such as scanners, CD-ROM, video projectors, audio systems, and interactive whiteboard systems; familiarity with a wide variety of personal computer systems and peripherals, including installation in freestanding and networked environments; familiarity with microcomputer programming languages and Internet applications; familiarity with commercially available operating system, desktop publishing, word processing, database, presentation, organization and spreadsheet software packages; working knowledge of networking concepts, routers, switches, hubs, and servers; working knowledge of PC-related hardware, chip and board installation, and repair techniques and other instructional technology.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to work or meet in the evenings and/or on weekends. The employee may be required to travel to satellite sites.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

POSITIONS SUPERVISED: Technical Support Technicians; Student workers

SIGNATURES: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION: *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*