INFORMATION SYSTEMS COORDINATOR

DEFINITION

Under the supervision of the Associate Vice President of Information Technology or designee, performs a wide variety of tasks and administrative services for the component to which assigned; defines and analyzes problems, formulates, designs and implements computer-based and other solutions; recommends, develops and implements complex support systems.

CLASS CHARACTERISTICS

This class is a technical support position assigned to the office of the Associate Vice President of Information Technology to provide services to one or more departments or programs as assigned by the Associate Vice President of Information Technology. Under general supervision, performs a wide variety of systems support tasks associated with the provision of a wide range of information based automation services to the departments to which assigned. Serves as a liaison to end user departments.

EXAMPLES OF DUTIES (Illustrative Only)

Technical Duties:

• Provides technology advice and counsel to college departments at the direction of the Associate Vice President of Information Technology (E)
• Analyzes, recommends, designs, implements and documents automated solutions to labor intensive activities that enhance operations (E)
• Researches, recommends, and presents, orally and in writing, specifications for microcomputer hardware and software (E)
• Defines, analyzes, plans, and implements microcomputer-based solutions to improve operational efficiencies (E)
• Organizes and creates media presentations to campus and outside groups regarding informational capacities of department to which assigned (E)
• Tests, modifies, implements and operates new software (E)
• Analyzes, designs, and executes reports, statistics, mailing lists/labels, etc., to meet end user needs (E)
• Responds to requests for ad hoc reports using appropriate software (E)
• Analyzes and configures/reconfigures equipment to allow ease of access (E)
• Creates data elements, tables, programs, coding schemes for small end user projects and updates as appropriate (E)

Coordinative Duties:

• Serves as primary liaison between the Information Technology Department and the component/department to which assigned (E)
• Coordinates, with other departments as required, facilitating office and campus communications issues (E)
EXAMPLES OF DUTIES (cont’d.)

Coordinative Duties: (cont’d):

- Advises the Associate Vice President of Information Technology or designee on the effects of policies and procedures in relation to automated office systems matters (E)
- Coordinates with department staff to develop mechanisms to ensure that accuracy, integrity, confidentiality and security are maintained (E)
- Works with appropriate component management and Information Technology staff to prioritize and track progress of projects assigned to Information Technology (E)

Related Duties:

- Participates in the budgetary process, providing cost/benefit analysis, and analysis and assessment of potential changes in office systems (E)
- Trains and advises staff in the use of automated systems (E)
- Attends local, regional, and national professional association meetings as appropriate to assignment (E)
- Develops and maintains professionally relevant skills through available training programs, reading, attendance at workshops, etc. (E)
- Evaluates professional and vendor presentations, determines feasibility of applications for office to which assigned, and makes recommendations for further research and evaluation (E)
- Trains users and provides micro computing support and mainframe interface for office to which assigned (E)
- Participates in the development of workplace safety policies related to computer use (E)
- Performs other duties as required or assigned

(E )= designates essential functions

QUALIFICATIONS

Knowledge of:

- Computer and data communication principles and concepts, including data base operations
- ERP Systems
- Leading industry software packages for word processing, database management, spreadsheets, etc.
- General knowledge of workplace safety issues related to the use of computers

Desirable Knowledge of:

- Networking principles
- Datatel Colleague/Benefactor, UniData databases, and related report-writing tools
Skill in and ability to:

- Analyze information, solve problems and develop procedures to clearly define objectives, identify alternatives, make written and verbal recommendations, and implement procedural changes to effectively meet the needs of the office to which assigned
- Analyze administrative information systems, specific software, screen and report requirements, and cooperate in the planning and implementation of new systems
- Analyze, compile, maintain, understand and present statistical information, both orally and in writing
- Apply simple programming techniques within common software
- Work with complex information systems, particularly those related to financial, personnel and payroll systems or admissions & records, financial aid and testing
- Proven ability to improve ease and effectiveness of operations
- Strong organizational and interpersonal skills to coordinate complex activities and complete assignments under pressure of time constraints and competing demands and deadlines
- Installation and customization of commonly used software applications for program or department specific needs
- Clearly and effectively present complex, technical information and issues, both orally and in writing, to both technical and non-technical staff
- Exercise discretion and good judgment in performing duties of assignment
- Work effectively both independently and as a member of a team
- Establish and maintain effective working relationships with those contacted in the course of the work

Other requirements:

- Must be able to safely lift and move boxes and equipment weighing up to 40 pounds, and to move heavier equipment with assistance
- Must be able to crawl, bend, stoop, and work in small spaces
- Must be willing to work days, evenings, and weekends at various college sites
- May be required to possess a valid California driver's license and a safe driving record

Desirable:

- Ability to create web pages and reports
- Bachelor’s degree

Education and experience:

Equivalent to two years of college level coursework with major coursework in computer science, business procedures and accounting, mathematics, or a closely related field, AND two years of increasingly responsible experience working with the operating systems and hardware configurations outlined above, preferably in a college or university or similar environment.

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