INFORMATION SYSTEMS COORDINATOR

DEFINITION

Under the supervision of a Vice President 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 Vice President to provide services to one or more departments or programs as assigned by the Vice President. 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.

EXAMPLES OF DUTIES (Illustrative Only)

Technical Duties:

- Provides technology advice and counsel to assigned functions within the office of the Vice President
- Tests, modifies, implements and operates new software
- Analyzes, recommends, designs, implements and documents automated solutions to labor intensive activities that enhance operations
- Creates data elements, tables, programs, coding schemes for small end user projects and updates as appropriate
- Analyzes and configuring/reconfiguring equipment to allow ease of access
- Responds to requests for ad hoc reports using appropriate software
- Analyzes, designs, and executes reports, statistics, mailing lists/labels, etc., to meet end user needs
- Organizes and creates media presentations to campus and outside groups regarding informational capacities of department to which assigned
- Defines, analyzes, plans, and implements microcomputer-based solutions to improve operational efficiencies
- Researches, recommends, and presents, orally and in writing, specifications for microcomputer hardware and software
- May test, configure, install, and maintain hardware and software, including limited administration of Local Area Networks (LANs)

Coordinative Duties:

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

Coordinative Duties: (cont’d):

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

Related Duties:

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

QUALIFICATIONS

Knowledge of:

- Computer and data communication principles and concepts, including data base operations
- 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, including user rights and group administration utilities
- Desktop, server, and LAN hardware and operating systems
- 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
Skill in and ability to: (cont'd.)

- 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, maintenance, and troubleshooting of server and desktop hardware and software
- 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 or reports

Education and experience:

Equivalent to two years of college level coursework with major coursework in computers 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.