

NFC Job Description

Job Title: Coordinator of Technology Support
Department: Computer Services
Reports To: Director of Information Technology
FLSA Status: Exempt (Professional)
Prepared By: HR Department
Prepared Date: March 7, 2022
Approved By:
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SUMMARY

The Coordinator of Technology Support will provide help desk and support functions for technology and learning management system campus-wide. This position is responsible for all the support functions dealing with hardware, workstations and help desk. Responsibilities include troubleshooting workstation hardware and software, printers and print management, and help desk support and coordination.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Below are listed the primary tasks identified for this position. The duties articulated though not exhaustive, indicate the majority of the functions assigned to this position. Other duties may be assigned based on institutional need.

1. Responsible for the administration of installing, configuring and maintaining campus-wide networking hardware/software for connectivity to the NFC network
Assists with enhancements, repairs, and modifications of servers and communication equipment.
Maintain IP phone tasks related to the end user.
2. Installs, maintains and troubleshoots IP based video conferencing equipment.
3. Maintains network security by adding, deleting and changing permissions/authorities for network users.
4. Assists faculty with instructional technology by supporting and maintaining classroom technology to include audiovisual, document projection and computer integrations as part of their teaching and creative activities.
5. Administrator of the Learning Management System providing technical leadership by being responsible for the layout, development, implementation, delivery and maintenance of resources used for instructional functions and create external learning links, facilitate user roles/permissions within online environment and assists students, faculty, and staff as needed.
6. Provide hardware and software support at remote campus locations.
7. Conducts and maintains a complete inventory of all computers, peripherals and software.
Maintain record of equipment on loan from the IT Department.
8. Central point of contact for Information Technology Department HelpDesk via Computer Services emails and MyNFC contact forms and assures requests are completed in a timely manner.
9. Responsible for managing appropriate software licenses and payment of services.
10. Other clerical duties include maintaining IT Calendar, coordinates and schedules meetings for the department. Prepares travel arrangements and authorizations when necessary.

11. Prepares requisitions for all equipment and initiates the payments for Computer Services and Duplication campus-wide. This also includes ordering paper stock and printing supplies for entire campus.
12. Monitors annual budget information for Computer Services and Duplication. Reports discrepancies and recommended corrections to the Dean of Administrative Services. Prepares budget amendments upon request.
13. Oversee Duplication Center operation, ensuring that all work is completed in a timely and proficient manner to produce a variety of college materials, manage interdepartmental duplication costs across campus, and maintain campus equipment leases and maintenance agreements.

SUPERVISORY RESPONSIBILITIES

No supervisory responsibilities currently, but might supervise part time, OPS, and Work study positions as needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Associate's degree (preferred) plus six (6) months of paid related experience.

Required certifications include:

- A valid Comp TIA A+

Preferred Certifications Include:

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Technician (CCT)

Paid training and testing for the above certifications may be available based upon institutional need.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to

enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee frequently is required to stand; walk; sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to moving mechanical parts and vibration. The noise level in the work environment is usually moderate.