

Job Level	IT Coordinator	Technical/Support Level II
Oversight Received	<ul style="list-style-type: none"> <li>* The position is responsible for the day-to-day support of computing resources and systems and for providing exceptional customer service through our help desk system, email, phone, and in-person service to the 14 departments within the college.</li> </ul>	<ul style="list-style-type: none"> <li>• Completes tasks without immediate supervision</li> <li>• Work is regularly checked.</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>* Provide technical support and customer service to our customers through the help desk system, email, phone, and in-person for hardware, software, and other reported IT issues</li> <li>* Technical duties include: installation, upgrading, maintenance/updates, virus/malware remediation, and troubleshooting and resolving IT related issues</li> <li>* Engage vendors for warranty repair services</li> <li>* Annual departmental computer replacement</li> <li>* Lab maintenance and upgrade projects</li> </ul>	<ul style="list-style-type: none"> <li>• Problems encountered are varied but similar.</li> <li>• Responses typically drawn from pre-established solutions.</li> <li>• Resolves non-routing issues escalated from junior team members</li> </ul>
Interaction/ Communication	<ul style="list-style-type: none"> <li>* Provide ongoing on-the-job training and mentoring to the IT student workers and other IT staff</li> </ul>	<ul style="list-style-type: none"> <li>• Audience is typically knowledgeable about the subject matter.</li> <li>• May need to present information in multiple written forms.</li> </ul>
University Impact	<ul style="list-style-type: none"> <li>* Determine when to engage warranty vendors for issues that fall under warranty claims and work to implement the resolution when the resolution doesn't require additional funding.</li> </ul>	<ul style="list-style-type: none"> <li>• May be accountable for on-time delivery of own work or that of others on the team.</li> </ul>
Typical Education	<ul style="list-style-type: none"> <li>* Bachelor's degree in Computer Information Systems, Sciences, Business, Liberal arts or a closely related field</li> </ul>	<ul style="list-style-type: none"> <li>• Requires technical know-how and broad understanding of subject area.</li> <li>• May require vocational qualification or certification.</li> </ul>