

TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
COORDINATOR, INSTRUCTIONAL COMPUTER SYSTEMS	CLASSIFIED	GRADE: Q
BOARD POLICY REFERENCE: 2012-13 Classification Review		Board Approved:

JOB DESCRIPTION:

Under general supervision, designs, implements, analyzes and troubleshoots instructional computer systems District-wide. Implements computer based support for curriculum in instructional departments. Participates in the network system coordination of instructional computing systems. Trains faculty and staff in the use of and administration of computer systems and other related technologies. Serves as a lead worker to other classified staff in the area; and performs related work as required.

SCOPE:

The Coordinator, Instructional Computer Systems designs, configures, implements, troubleshoots, monitors, repairs, maintains and recommends enhancements to instructional computing resources District-wide and provides expertise to enable the design and delivery of technical instruction within the District.

DISTINGUISHING CHARACTERISTICS:

The Coordinator, Instructional Computer Systems is distinguished from the Computer Labs Coordinator by the District-wide scope and responsibility and for the design and troubleshooting responsibilities for instructional networking systems; the expectation to resolve complex instructional lab problems and to focus on the technical aspects of instructional computing labs at multiple sites.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature.

1. Identifies, discusses, troubleshoots and resolves technically complex network and computer system problems for the instructional computer lab networks and servers.
2. Organizes, plans and develops networking lab resources to support multiple networking classes with varying operating system configurations.
3. Serves as computer systems coordinator for instructional computer labs District-wide.
4. Assists in the implementation of curriculum for instructional departments.
5. Coordinates and trains technical staff to maintain computer workstations and software installed in instructional computing labs.
6. Maintains current knowledge of emerging information technology trends and developments.
7. Works directly with faculty to support their networking environments, operating systems and application suites in the instructional labs.
8. Works with vendors to resolve hardware operating system issues; analyzes bugs in system and application software; researches and tests possible solutions and implements solutions.
9. Performs hardware, operating system and application analysis; identifies and discusses installation and network access needs; determines appropriate access rights for servers and desktops in Instructional Computing, Distance Education and the library.

KEY DUTIES AND RESPONSIBILITIES – Continued

10. Tests and implements various desktop installation configurations in order to maximize uptime and identify and resolve software conflicts; builds images of installation configurations and deploys them to workstations in labs and classrooms across the District.
11. Investigates, understands, deploys and masters new technology; serves as a technical resource for faculty, staff and students and makes recommendations on new computer technology.
12. May serve as a lead worker for other classified staff in the area.
13. Directs the work of student and short-term, non-continuing employees.

EMPLOYMENT STANDARDS

ABILITY TO:

Develop, plan and implement computer lab networks, workstations and servers using multiple operating systems, software and hardware; maintain current knowledge of emerging information technology trends and developments; support computer labs by providing consultation, training and technical backup for staff; troubleshoot networked computer lab systems including servers, workstations, network switches, routers and cabling in an instructional environment; present instructional computing systems and related programs to an audience; write and communicate clearly in technical documentation and instruction; give and follow oral and written communications; act as a lead worker to other classified staff in the area; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Computing network systems theory, principles and techniques; network administration procedures and practices; local area networking troubleshooting principles and practices; networking protocols; server and desktop operating systems; networking hardware; network firewalls; and network management/monitoring software.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

An Associate's Degree with related college coursework and an industry recognized professional networking certification, such as MCSE (Microsoft Certified System Engineer) or CCNA (Cisco Certified Network Administrator). Bachelor's Degree preferred.

Experience:

Significant experience in administering and/or coordinating heterogeneous, multi-protocol networks at multiple sites using a combination of current network operating systems. Demonstrated experience in network and computer trouble-shooting and problem solving skills required. Experience working with network switches and routers or experience in an instructional computing lab environment is preferred.

EMPLOYMENT STANDARDS – Continued

LICENSE OR CERTIFICATE:

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.

SPECIAL REQUIREMENTS:

Must be able to sit for a prolonged period of time in front of a computer monitor. Must be able to perform physical activities such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.