

**TITLE: Coordinator, Instructional Computer Systems**

**CLASSIFICATION: Classified**

**SALARY GRADE: C13**

**SCOPE OF POSITION:**

Under general direction, develops, integrates, supports, and troubleshoots instructional technology hardware/software tools and cloud services in coordination with all district instructional programs. Supports Distance Education servers and software that are outside of, or supportive of, contracted learning management systems. Supports the District and associated academic programs with instructional technology resources related to curriculum development. Designs, configures, troubleshoots, and repairs interfaces between interdependent, multi-platform systems. Serves as the primary liaison between the department and various constituencies to facilitate the completion of multi-site instructional technology projects. Serves as a lead to other classified employees in the area.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.*

1. Provides technology support for academic programs, including district-wide coordination of multicurricular instructional labs and the use of enterprise-class, cloud virtualization software and hardware in support of delivering remote instruction.
2. Develops, configures, deploys, maintains, and tracks instructional technology hardware and software assets for the district.
3. Initiates and develops instructional computing services by designing, installing, securing, and maintaining computer servers, including back-end databases and associated infrastructure.
4. Analyzes, troubleshoots, and resolves issues with District owned instructional devices, software, and networks by following diagnostic protocols, researching solutions, and testing in a controlled environment.
5. Collaborates with vendors and coordinates with other teams and departments to ensure maximum uptime of computing resources for faculty, students, and staff.
6. Oversees and secures instructional technology support resources for the District by researching, developing, and ensuring adherence with policies, procedures, and best practices for students, instructors, and student employees.
7. Recruits, hires, trains, supervises and evaluates student employees and directs the work of short-term, non-continuing (STNC) employees, including scheduling work assignments.
8. Tracks and assists with development of the instructional technology support operations budgets, including supplies and student payroll.
9. Researches and develops emerging instructional technologies. Composes documentation and provides feedback to faculty and staff on institutional processes, feasibility, potential costs, and timelines of instructional technology requests.
10. Supports academic programs with technology related to curriculum development.
11. Administers and configures Distance Education infrastructure and facilitates remote access to District owned, cloud-based virtualized lab infrastructure servers.

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### **KEY DUTIES AND RESPONSIBILITIES – Continued**

12. Administers instructional mobile devices by configuring and maintaining industry standard, cloud-based platforms. Provides, maintains, secures, and tracks all devices, customization of software, academic program configurations, and networking configurations.
13. Collaborates with internal and external stakeholders to analyze instructional technology support needs of District projects and academic departments by identifying material needs and performing assessments of logistical challenges.
14. Serves as a lead worker to other classified employees in the area.

### **KNOWLEDGE OF:**

1. Current curriculum related to District instructional resources.
2. Computing systems, principles, and techniques, including system administration procedures and best practices for secure access to District technology resources.
3. Server, desktop and mobile operating systems.
4. Networking hardware, protocols, firewalls, and management/monitoring software applicable to a multi-site, multi-modal instructional computing environment.
5. Accessibility tools and document remediation.
6. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
7. Applicable technology usage, including standard office productivity software and other appropriate technology, such as current audio/visual media production and associated technology.

### **ABILITY TO:**

1. Design and implement sustainable technology solutions to support academic program planning with the use of computer networks, mobile devices, workstations, and servers using multiple operating systems, software, and hardware, including the virtualization functions to support Distance Education.
2. Troubleshoot District technology systems including servers, workstations, mobile devices, virtualized hardware/software, and associated infrastructure in coordination with external vendors for timely resolution of issues.
3. Provide training and support on the best practices for the use and development of instructional computing systems; respond to and communicate changes related to District-wide academic programs.
4. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
5. Communicate effectively, both orally and in writing.
6. Exercise appropriate judgement in interactions with others and with work processes.
7. Interact with the public in a helpful, courteous and professional manner.
8. Demonstrate sensitivity to, and respect for, a diverse population

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### **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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)*

### **EDUCATION:**

Associate degree and an industry standard technical certification in developing and coordinating information technology systems in an enterprise environment required.

### **EXPERIENCE:**

3+ years of related experience with developing, implementing, administering, and scaling technology solutions in an enterprise environment.

### **SANTA ROSA JUNIOR COLLEGE COMMITMENT:**

*All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).*