



## Classification Description

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**Job Title: Sr. Information Technology Operations  
Coordinator**

**Pay Grade: TA043**

**Job Code: T014**

**FLSA Status: Exempt**

### **Job Purpose**

This is responsible, professional work providing executive level administrative support to the Vice President, Information Technology & Digital Strategies/Chief Technology and Innovation Officer (CTIO/CIO). This position is also involved in the planning and administration of operations within the Office of Information Technology, Marketing and Strategic Communications, Office of Admissions and its related departments within the division. In collaboration with Information Technology and Digital Strategies leadership, responsibilities of this position include, but are not limited to, project management, budget monitoring and analysis, organizational management and development, administrative tasks and the oversight and maintenance of the administrative aspects for the division.

### **General Responsibilities**

#### **Essential Functions**

Coordinates the accurate and timely completion of both routine administrative department functions and assigned special projects within the Division. Provides technical and administrative managerial support to the Vice President in the daily operations of the Office of Information Technology and Digital Strategies.

Assists supervisor in both routine and special department projects, which may include statistical and financial analysis, research, data compilation, and report preparation.

Monitors and manages assigned budgets.

Collaborates with appropriate leadership and staff on assigned projects to plan budgets; monitors regular project budget expenditures and financial records; makes recommendations for changes to staffing, budgets, supplies, and equipment as needed.

Schedules tasks and coordinates with various College constituents as directed to accomplish project results.

Maintains VP's calendar, arranging and/or monitoring scheduling for seminars, training, meetings, travel, and related department functions as well as departmental calendars.

## SENIOR INFORMATION TECHNOLOGY OPERATIONS COORDINATOR

Coordinates communications for the Office of Information Technology and Digital Strategies to include, but not limited to, system outages, new software, dissemination of College/department policy and procedure, meeting agendas, etc.

Coordinates and maintains electronic filing system, including supervisor's files, all division/department records, forms, reports, etc.

Oversees the maintenance of accounting records for the department, which may include purchase orders and requisitions, billing, expenditures, revenues, inventory, and payroll.

Responsible for all travel functions for the division of Information Technology and Digital Strategies. Performs all tasks related to travel such as, but not limited to, travel arrangements, conference schedules, calendar reservations, etc.

Provides leadership and support of initiatives originating from the Office of Information Technology; including, but not limited to, the development of strategies to promote initiatives, writing proposals, chairing or staffing committees, and consultation with administrators or appropriate staff.

Oversees the tracking of Information Technology and Digital Strategies contracts in the contract management database. Manages the contracts and related information, coordinating with the appropriate Directors on the due dates, negotiations, and renewals.

Drafts and maintains the Information Technology Division organizational chart.

Provides analytical support on a broad range of complex issues and resolves or makes recommendations for resolutions.

Supports all divisional efforts to align with institutional strategic goals within the Office of Information Technology and Digital Strategies including, but not limited to, strategic planning, research and analysis, and decision-making.

Assists in the quoting of technology purchases for other departments at the institution.

Represents the supervisor, and the Division of Information Technology and Digital Strategies at meetings, events, and other forums as required.

Coordinates intra- and inter-departmental communications to include, but not limited to, administrator directives, dissemination of College/department policy and procedure, meeting agendas, and College-wide announcements from the division.

Analyzes and reviews the performance of administrative functions under charge for the purpose of improving efficiency, maximizing resources, and ensuring accuracy in task performance.

Administers Division and College policies relating to Information Technology. Drafts, evaluates and revises policies as they relate to Information Technology; assesses and develops recommendations for the impact of substantive changes in policies and programs within the division.

## SENIOR INFORMATION TECHNOLOGY OPERATIONS COORDINATOR

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Bachelor's degree from a regionally accredited institution of higher education in educational leadership, higher education administration, management, business administration, computer science or related field.

Four (4) years of full-time professional work experience performing administrative functions. Appropriate combination of education and experience may be substituted.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Experience using an enterprise-wide integrated student information system such as Ellucian Banner.

Knowledge of applicable laws and regulations related to Information Technology.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.

## SENIOR INFORMATION TECHNOLOGY OPERATIONS COORDINATOR

- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: September 20, 2023.