Classification Description

Job Title: Coordinator, Technology Support Services **Pay Grade:** TC010

Job Code: T030 **FLSA Status:** Exempt

Job Purpose

The Coordinator of Technology Support Services provides supervision, direction and coordination of the activities of Technology Support Services on Charlotte and Collier Campuses. This position works closely with the Manager of Technology Support Services, and a team of Technology Support Specialists, Technology Services Technicians, Student Assistants, and other IT professionals to provide technical support to faculty, staff, students and others in the College-wide community.

General Responsibilities

Essential Functions

Acts as a liaison and next level support provider to contracted technology areas such as Florida SouthWestern Portal, Canvas, and other College supported applications and learning technologies.

Provides walk-in technical assistance to students, faculty and staff on College computer and technology systems including Canvas, Microsoft Office, Portal, and other academic and online applications. Provides assistance with access issues, portal questions, support in the use of e-learning tools, and academic related downloads.

Coordinates staffing and supervision for the Technology Support Centers located on Collier and Charlotte Campuses.

Supervises a team of Technology Support Technicians and Instructional Technologists.

Proactively meets with customers to identify their needs and determine quality of services. Promotes a high degree of customer service and monitors customer satisfaction through a survey feedback system.

Collaborates with the Manager, Technology Support Services to develop policies and procedures related to the Technology Center. Responsible for ensuring that these policies and procedures are followed and adhered to at the campus-based technology centers.

Assists with the implementation of new functionality in the ITSM (Helpdesk) application. Provides next level Help Desk support for escalated service tickets and issues which require campus IT personnel to resolve.

COORDINATOR, TECHNOLOGY SUPPORT SERVICES

Maintains internal College "Classroom Down" help desk support; determines appropriate way to route issues for timely resolution and dispatches campus-based technicians accordingly.

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

Associate's degree from a regionally accredited institution of higher education in computer science or a related field.

Four (4) years professional work experience in a technology related position. Appropriate combination of education and experience may be substituted.

Demonstrated ability to utilize computers, peripherals, and software such as Microsoft Office and Windows, and experience in word processing and spreadsheet software such as MS Word and Excel.

Demonstrated ability to work with computer settings and web browsers that impact a student's ability to work online.

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.
- 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.

- 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: June 28, 2021. Revised: May 17, 2023, and October 23, 2023.