



Classification Description

Job Title: Coordinator, Technology Refresh

Pay Grade: TB010

Job Code: T017

FLSA Status: Exempt

Job Purpose

This position is responsible for developing, coordinating and executing technology refresh plans for academic and administrative computer systems. Creates and maintains standard office computer configurations and classroom technology inventory on all College campuses. Coordinates with the Help Desk staff for the installation and de-installation of computer systems. Coordinates projects requiring technology to be procured and received.

General Responsibilities

Essential Functions

Coordinates the procurement and quoting of desktop, notebook, software, hardware and server systems for the department and College community.

Develops computer system lifecycles which includes: budgeting, end-user needs assessment, quoting, procurement, delivery, installation, de-installation coordination, reallocation and surplus assessment.

Provides computer system budgeting information to the VP, Information Technology and Digital Strategies/ Chief Technology & Innovation Officer (CTIO)/CIO.

Based on computer operating system and College software standards, creates and maintains office computer standard images that are used on all College campuses.

Ensures computers and mobile devices are constantly tracked and reporting into the central management system on a regular basis.

Maintains internal, department inventory database for all computer/classroom systems. Works with Fixed Assets department to assure official College inventory is correct.

Coordinates with the Director, Technology Services to establish standard specifications for College desktop and notebook systems and classroom technology.

Assists in troubleshooting/diagnosing desktop issues such as connectivity, performance, software deployment, and group policies.

COORDINATOR, TECHNOLOGY REFRESH

Manages and inventories all campus interactive classroom computers and related peripherals. Recommends replacement on refresh cycle updates configuration as needed.

Coordinates technology refresh/implementation related to the purchase and receipt of technology as required for IT projects

Manages College software inventory in database, responsible for ensuring College is compliant and the adding/removing of licenses

Identifies and works with technology staff to identify unauthorized software installed on College equipment.

Provides and maintains cellular telephone and high-speed internet technology services, which allows immediate accessibility to the College through text and voice messages by cellular phone, and responds as needed.

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 or nationally accredited institution or equivalent.

Four (4) years of technical experience supporting technology in a networked environment. Appropriate combination of education and experience may be substituted.

Knowledge of computer and data communications equipment care and maintenance.

Ability to communicate with non-computer oriented personnel.

Excellent organizational and diagnostics skills and the ability to prioritize activities.

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.

COORDINATOR, TECHNOLOGY REFRESH

- 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: May 22, 2019. Revised October 23, 2023, August 18, 2026 (r).