

COORDINATOR OF IT, COMMUNICATION SYSTEMS

DEFINITION

Supervises, monitors, and coordinates the work of IT communication systems repairs, analyzes work flow processes and makes appropriate recommendations, conducts research of IT communication systems issues, and assists in tracking the status of IT communication systems service requests.

TYPICAL DUTIES

Supervises the work of IT communication systems services.
Monitors work flow processes to ensure that IT communication systems service requests and related documents are processed correctly and in a timely manner.
Makes assessments and assists in the development of forms, procedures, and goals with the overall purpose of streamlining and improving work flow and performance accountability.
Researches and responds to inquiries regarding issues related to telephone service requests and purchase orders.
Acts as a liaison on behalf of the Communication Systems Branch between District offices and outside organizations.
Screens price quotes for supplies and equipment for appropriateness, accuracy and fairness.
Assists in screening price quotes for large IT communication systems and resolves disputes concerning these quotes.
Oversees expenditures and reconciliation of billing disputes on service orders for new IT communication systems, system upgrades, damaged lines, systems, equipment and wiring.
Coordinates, supports, and provides technical information for special projects.
Assists in preparing reports and correspondence as required.
Interviews and recommends appointment of employees for the Communication Systems Branch.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Coordinator of IT, Communication Systems organizes the workflow of IT communication systems, acts as a liaison between the Communication Systems Branch and District offices and outside organizations, and conducts research on more complex IT communication systems issues.

The Manager of IT, Communication Systems compiles, analyzes, and evaluates data pertaining to the District's IT communication systems requirements; formulates general policies and guidelines, recommends systems to provide efficient, economical communication service; and manages the activities of the Communication Systems Branch.

A Telecommunications Service Representative provides first-level technical support and coordinates the installation, maintenance, and repair of telecommunications equipment, including, telephones, cellular equipment, wiring, switches, jacks, and other related hardware for school and office personnel; and coordinates the order of digital data and voice services.

SUPERVISION

General supervision is received from the Manager of IT, Communication Systems. General Supervision is exercised over lower level staff.

CLASS QUALIFICATIONS

Knowledge of:

- IT Communication Systems terminology
- Basic principles of organization and management
- District policies and regulations pertaining to the use of IT communication systems equipment
- Voice over IP concepts
- Various communication systems, circuits, and equipment
- Office practices and procedures

Ability to:

- Plan, organize and supervise the work of several units.
- Understand, interpret and apply rules and procedures related to the communications systems of the District
- Analyze workflow problems and devise solutions
- Work effectively with District personnel and outside organizations
- Train and provide work direction effectively

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented with college-level courses in electronic communications systems and business administration. Qualifying experience in addition to that required may be substituted on a year-for-year basis for the required education.

Experience:

Two years of experience, involving field investigation or surveys, in planning and recommending communication services for a large organization. One year of the required experience must have been in telephone services.

Special:

- A valid California Driver License.
- Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
12-18-17
SJ