

TITLE: IT Support Services Coordinator
SALARY

SCHEDULE: B

PCLASS CODE: PN514

UNION: P & A Local 1979, U.A.W.

SALARY

EEO

GRADE: 12

CODE: 50

FLSA: Non Exempt

E-CLASS: PN

POSITION PURPOSE

Coordinate IT services for Mac and PC computers in the College of Fine and Performing Arts (CFPCA) including the installation of hardware, software, and continuous maintenance of IT equipment in the college. Work closely with faculty in setting up the computer technologies in various disciplines including, but not limited to Graphic and Electronic Arts, Fashion and Industrial Design, Music, Music Technology, Theatre, Dance, Radio, Television and Multi-media. This position also supervises student assistants and temporary employees in CFPCA-IT.

ESSENTIAL JOB FUNCTIONS

Provide and supervise a broad range of IT support services: Macs and PCs, mobile devices, software, and network support. Work assignments include issues involving multiple components used in the College of Fine, Performing and Communication Arts.

Coordinate requests for IT support. Utilizes problem management software for tracking, trending and escalation of problems and problem resolution.. Determine problem escalation priorities for support staff.

Work with faculty to interpret their instructional and technology needs in the fine, performing and communication arts and translate those needs into cost-effective designs and implementation of working technologies for instruction.

Actively coordinate with team members in the CFPCA and other service support groups to effectively resolve incidents and problems and to address requests.

Leverage appropriate technical tools to perform day-to-day administration tasks for Mac and PC platforms and other related systems used in the fine, performing and communication arts academic programs.

Coordinate and instruct faculty and students on the operation of hardware and software used in CFPCA academic programs. Provide support as needed.

Perform related duties as assigned.

ADDITIONAL COMMENTS

This classification level requires the incumbent to be fully knowledgeable of the appropriate specialized software and hardware used in the fine, performing and communicating arts to provide optimal solutions in meeting faculty, staff and student needs. The incumbent is expected to function independently with guidance and advice only for overall direction and strategy, not day to day activities. This position supervises the work of 4-5 part time employees and works closely with faculty when implementing technologies. This classification is assigned to CFPCA and reports to and receives work direction from a management level position.

MINMUM QUALIFICATIONS

Must have certifications in Mac OS 10.6 desktop and above, A+, MCSE, or Windows OS 7

Skill in working with customers at all levels to define problems, identify solutions, and facilitate change

Skill in oral and written communication including the ability to effectively lead group sessions and translate technical issues into business terminology

Must have knowledge of and working experience with the following software applications

Acrobat Pro, Adobe Creative Cloud, Adobe CS6, After Effects, Audacity, Audition, AutoCAD, Avid Media Composer, Avid Symphony, BB Edit, Blender, Bridge, CG Designer, Dreamweaver, DVD Architect, DVD Studio Pro, EDL Manager, Encore, File Maker Pro, Final Cut Pro 7 & X, Final Draft, Finale, Fireworks, Flash, Fontographer, Garage band, Illustrator, iMovie, InDesign, Light Write, Lightroom, LightWave, Logic Pro, MAYA, MAYA Alias Automotive, Media Encoder, Motion, MS Access, MS Excel, MS Outlook, MS PowerPoint, MS Project, MS Word, Muse, One Note, Photoshop, Premiere, Pro Tools, Reason, Retrospect, Satellite, SharePoint, Silhouette, Sketchup Pro, Sound Booth, Sound Forge, Speed Grade, Squeeze, TriCaster, Vectorworks, Vegas Studio Pro 12

THIS DESCRIPTION IS INTENDED TO INDICATE THE TYPES OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF A SIMILAR KIND OR LEVEL OF DIFFICULTY.

