

Campus Technology Services Coordinator Tompkins County

Department: Tompkins Cortland Community College

Classification: Competitive

Approved: 0

By: AF, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered four year college or university with a bachelor's degree **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience in office management or senior level clerical position with a technology department or organization; **OR**
- (b) Graduation from a regionally accredited or New York State registered two year college with an associate's degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in office management or senior level clerical position with a technology department or organization; **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** six years of full-time paid (or the equivalent part-time and/or volunteer) experience in office management or senior level clerical position with a technology department or organization; **OR**
- (d) Any combination of training and experience equal to or greater than that described in (a), (b) and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for a wide variety of office management and administrative functions including the coordination of the day-to-day administrative operations and managing of the work of clerical support staff within the Campus Technology Department. This position routinely utilizes a high level of computer applications skills including, but not limited to, word processing, database, graphic and flowcharting applications, and spreadsheet programs. The incumbent in this position must have current understanding and knowledge of technology terms, equipment and software systems to facilitate the communication, purchasing, and distribution of programs and services. This position will also provide administrative support to the Dean of Campus Technology. The incumbent reports directly to the Dean and the work is performed under general supervision with considerable leeway allowed for the exercise of independent judgment in analyzing problems and providing services. Supervision is exercised over the work of subordinate clerical staff. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Responsible for the Mail Room, Information Desk and Switchboard operations, including the supervision of assigned clerical staff within the Campus Technology Department;

Provides administrative support to Dean of Campus Technology and other staff to effectively carry out the mission of the Department, including special projects as assigned by the Dean of Campus Technology;

Manages purchase order requisitions, payment vouchers for all purchases, receipt and inventory of departmental supplies and equipment and other administrative functions;

Handles logistics of soliciting complex technology related bid quotes from various vendors;

Maintains software license database insuring legal requirements of software usage are met;

Coordinates, plans, and assists with marketing changing technology systems on campus;

Plans and supervises the collection, tabulation and analysis of statistical and financial data including but not limited to inventory, licenses, and usage levels;

Insures the currency and accuracy of the Campus Technology website by working with the College Web Master, and others to develop a well organized and helpful series of web pages;

Assists in the formulation, organization and maintenance of policies and procedures for the administration of various Campus

Technology programs;
Responsible for scheduling meetings and appointments, fielding and routing incoming phone calls, reviewing and distributing departmental mail;
Responsible for updates to the Emergency Communication Manual;
Maintains database of vendor contracts to ensure accurate data is available to support Campus Technology Systems;
Communicates with other campus constituents on departmental matters and may resolve routine administrative problems;
Provides support for various boards and committees including the FSA Personnel Committee and the Campus Technology Council;
Assists with departmental planning and budgeting;
Represents the department at on-campus meetings;
Responsible for all other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough and current understanding and knowledge of technology terms, equipment and software systems.
Thorough knowledge of current principles and practices of business administration;
Thorough knowledge of office terminology, procedures and equipment;
Thorough knowledge of business arithmetic and English;
Thorough knowledge of database, word processing, graphic and flowcharting applications software;
Good knowledge of the organization, functions, laws, policies and regulations of the agency to which assigned;
Ability to handle routine administrative details independently, including the composition of letters and memoranda;
Ability to plan, assign and review the work of others;
Ability to understand and carry out complex oral and written instructions;
Ability to establish and maintain cooperative relations with various technology vendors;
Ability to perform close detail;
Excellent written and oral communication skills, and ability to use varied methods of communication to establish and maintain positive and productive relations with technology vendors and staff;
Good judgment in solving complex clerical and administrative problems;
Ability to plan and supervise the work of others;
Tact and courtesy.

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