CLASSIFICATION DESCRIPTION TITLE: IT SUPPORT COORDINATOR

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<th>Classification Summary:</th>
<th>FLSA Status:</th>
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<td>Responsible for performing lead duties on a major enterprise platform or technology.</td>
<td>Exempt</td>
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**Typical Classification Essential Duties:** (These duties are a representative sample; position assignments may vary.)

1. Manages and provides desktop, software, and hardware support to campus computer systems and staff.

2. Maintains and administers procedural documentation for department regarding training and policies.

3. Providing information and guidance to College employees on technology systems and techniques, applications, utilities, operation, and uses of computer hardware, software and peripheral equipment.

4. Troubleshooting computer software, hardware, and network problems and determining the appropriate means for rectifying the situation; performing complex maintenance and repair of computer software, hardware and peripherals; contacting service contractors for major hardware malfunctions; and scheduling. Provides senior level support for specific areas.

5. May provide training for staff and employees on various hardware and software programs.

6. Performs other duties as assigned.

**Training and Experience** (positions in this class typically require):

- Associate’s Degree or two-year technical certificate, and four years progressively responsible PC support, Network Administration, Systems Administration, or related experience, including supervisory experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (positions in this class typically require):

- Certification relating to area of assignment
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Knowledge (position requirements at entry):
Knowledge of:
- Network server configuration and operation principles;
- Computer hardware configuration and components;
- Various software applications;
- Assigned department operations and functions;
- Recordkeeping principles;
- Customer service principles and practices.

Skills (position requirements at entry):
Skill in:
- Prioritizing and assigning work;
- Exercising judgment and discretion;
- Applying customer services principles and practices;
- Recognizing problems, identifying alternative solutions, and making appropriate recommendations;
- Maintaining and operating various computer networks and applications;
- Organizing work and performing multiple tasks;
- Working independently;
- Maintaining records and preparing reports;
- Following oral and written instructions, policies, and procedures;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical Requirements:
Positions in this class typically require: fingering, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE:
The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:
Date created: (08/08/2007)
**HARRISBURG AREA COMMUNITY COLLEGE**  
**CLASSIFICATION DESCRIPTION**

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<th>Signature of Employee</th>
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<th>Signature of Supervisor</th>
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