

Spec Code: 0920
Occ. Area: 03
Work Area: 731
Prob. Period: 6 mo.
Prom. Line: none
Effective Date: 01/05/01

ADMINISTRATIVE COORDINATOR FOR USER SERVICES

Function of Job

Under general supervision from a designated supervisor, provide administrative support for a major computer operations center. The primary function of this classification is to oversee the day-to-day operations of the center, including personnel management, supervision, task administration and training.

Characteristic Duties and Responsibilities

1. Maintains work schedules of center staff and assigns work priorities.
2. Coordinates, develops and facilitates training of lower level employees.
3. Maintains, updates and edits information and documentation.
4. Develops internal documentation including procedures and best practices.
5. Oversees data content and quality control of various unit services.
6. Coordinates ordering, shipping and receiving of supplies and equipment.
7. Assists in the development of policies, procedures, and standards for the effective and continued operation of the campus network.
8. Performs other related duties as assigned.

Minimum Acceptable Qualifications

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. (A) 60 semester hours or college coursework, which included courses in grammar and composition and a minimum of 12 semester hours in computer science. As defined by the employing unit, industry-recognized hardware/software certification may be substituted for up to 12 semester hours in computer science/

OR

- (B) 18 months of work experience supporting network technologies such as Ethernet, TCP/IP, VLANS, LAN/WAN, SNMP and operating systems such as Windows, NT and UNIX

OR

- (C) Any combination of the above that totals 18 months
- 3. One additional year of responsible business experience that included supervisory and organizational duties.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

- 1. Excellent organizational skills.
- 2. Excellent communication skills.
- 3. Proficiency with office software packages.
- 4. Knowledge of the operations of the unit.
- 5. Technical competencies in computing and networking.
- 6. Administration of UNIX or NT systems.
- 7. Attention to detail and accuracy.
- 8. Good customer service skills.
- 9. Ability to supervise and coordinate the work of lower level staff.

Administrative Coordinator for User Services.....New