Position Title: Information Technology Coordinator
Position Department: A.S. Information Technology / Print & Technology Center
Status: Full Time, Exempt
Reports To: IT Manager
Salary: $55,000-65,000 annually

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POSITION PURPOSE
Under the direction of the IT Manager, the IT Coordinator is primarily responsible for efficiently providing support and managing the day-to-day operations of the Print & Technology Center (PTC) related to the technology services areas, while supervising and coaching a team of student staff. The position involves collaborating with and assisting the Systems Administrator and the IT Manager with administrative, help desk, and technical support for all IT systems and users in the organization.

ASSOCIATED STUDENTS
Associated Students’ (A.S.) mission is to support and represent the students of San José State University by continuing the organization’s legacy of student advocacy and leadership; to enhance SJSU students’ education through high quality programs and services; and to prepare students as they move towards a thoughtful and purposeful life after graduation.

A.S. is a non-profit auxiliary corporation serving the students of San Jose State University whose primary source of funding is from mandatory student body fees. A.S. Departments include the Cesar Chavez Community Action Center, Child Development Center, General Services Center, Human Resources, Information Technology, Events, Marketing, Print & Technology Center, Student Government, and Transportation Solutions.

MINIMUM QUALIFICATIONS
- A bachelor’s degree in computer science or a related field with at least 3 years of experience with computer repairs, helpdesk support, and customer service responsibilities is required.
- CompTIA A+ and other hardware systems related certifications are highly desirable.
- Excellent customer service and desktop troubleshooting skills are essential.
- Demonstrated ability to lead and mentor a team of technical staff is essential.
- Experience in working at an educational institution and supporting student services is preferred.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

I. Program Development & Operations
- Responsible for the A.S. Print & Technology Center’s day-to-day operations as it relates to computer services, including computers, laptops and mobile devices repairs, laptop rentals, managing lab computers, inventory control, customer service, over-the-counter sales, etc.
- Provide lead support for various programs and services at the Print & Technology Center, including the Laptop Rental Program, Computer & Mobile Repair Services, and the print stations.
- Supervise, mentor, and develop PTC student employees in their professional and technical skills, such as computer repairs and customer service skills.
- Ensure Payment Card Industry (PCI) compliance for PTC and other A.S. departments.
- Provide monthly departmental report pertaining to the PTC.
- Ensure the operations of the Print & Technology Center are in adherence to A.S. policies including internal control policies, safety standards, and data and privacy policies.
- Responsible for planning and conducting periodic trainings for the student employees on security awareness, data confidentiality, and emerging trends and technologies.
- Collaborate with the A.S. departments to assess and evaluate their functions and technology needs.
- Collaborate on IT infrastructure, systems, and development projects.
● Work collaboratively to create and maintain PTC and IT systems related policies, standards, and guidelines.
● Support the coordination IT help desk functions including, coordinating with the IT student employees to ensure efficient and accurate resolution on the organization’s IT help desk related issues and needs.
● Collaborate with the IT Manager to effectively resolve any legal compliance and risk management matters for PTC in a timely manner.
● Serve as a technical and operational lead on repair services at the PTC.
● Ensure a high level of customer service and technical support is provided to customers.

II. **Fiscal Management**
● Responsible for developing and assisting the IT Manager with the PTC budget items.
● Responsible for timely submission of requisitions for PTC related expenses.
● Research and implement technological and operational solutions.
● Provide analytical data, trends, and reports to help with periodic evaluation of the PTC programs and services.

III. **Human Resources Management**
● Conducts and performs annual performance evaluations for the student employees.
● Recruit, supervise, develop and evaluate student staff at the PTC in collaboration with the IT staff.
● Manage ADP schedules and time sheets; review and approve timesheets in a timely manner.
● Provide effective conflict resolution and communication coaching to the student employees.

IV. **Marketing & Public Relations**
● Responsible for conducting surveys and constantly researching students’ needs and providing high-quality services.
● Collaborate with the Marketing department to select marketing strategies to promote the various programs and services of the PTC.

V. **Facility & Equipment Management**
● Manage and maintain the department’s asset inventory.
● Coordinate with the IT Team to ensure proper functionality of all computer systems, including servers and workstations.
● Ensure computer systems and workstations are in compliance with the university policies and are up-to-date with software patches, upgrades and anti-virus scans.
● Collaborate with the IT team in managing and supporting the data backups and recovery tasks.

VI. **University Relations**
● Collaborate with other department’s IT staff on campus to provide effective IT services and solutions to the organization.
● Demonstrate consistency in the support of the “shared values” as determined by the University.
● Engage in strategic campus conversations and participate in meetings and initiatives as needed.
● Collaborate and participate in CSU wide activities and events with the goal of improving the organization wide IT infrastructure and services.

VII. **Safety and Department Guidelines**
● Monitor accident prevention activities and report unsafe conditions to management.
● Provide training and guidance related to accident prevention in the PTC.
● Coordinate with the IT staff in preparing and maintaining disaster recovery plan.
● Collaborate with the Systems Administrator on preventive maintenance tasks.

VII. **Intangibles**
● Attend and engage in board meetings and retreats as needed. Collaborate with the board members as determined.
● Perform other duties as assigned.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS**
● This job operates in an office environment and routinely uses standard office equipment.
● Work hours are Monday through Friday, 8:00 AM – 5:00 PM. Occasional evening and weekend work may be required as job duties demand.
● Must be able to operate a computer, including a keyboard and mouse, and phone.
● Must be able to occasionally lift or carry office or event products or supplies, up to 40 pounds.
KNOWLEDGE, SKILLS, ABILITIES AND OUTCOMES:
To perform this job successfully, this individual must be able to perform each essential duty and responsibility satisfactorily. Additionally, they must maintain professionalism, integrity, consistency and reliability at all times.

- Ability to effectively present information and respond to questions from managers, students and the general public.
- Ability to write business correspondences.
- Ability to work independently with minimal to no supervision.
- Ability to plan and organize office activities.
- Must be proficient in Microsoft and Apple operating systems and hardware support, G-Suite, systems troubleshooting, software support and backup strategies.
- Ability to work effectively with executives, department managers, staff, and the Board of Directors.
- Requires excellent verbal and written communication skills.
- Requires excellent interpersonal skills.
- Requires excellent problem solving and analytical skills
- Requires ability to effectively use outside resources for problem solving in house.

Notes to Applicants
This position is exempt from the provisions of Section 1 of the California Industrial Welfare Commission Orders.

This position has been identified as a mandated reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a mandated reporter.

This position may be exposed to sensitive or personal information and is required to comply with the requirements set forth by the Integrated CSU Administrative Manual 8000 series and Associated Students Information Security Standards as a condition of employment.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position within Associated Students. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current Associated Students employees who apply for the position.

Equal Employment Statement
Associated Students is an equal opportunity employer and will consider all qualified applicants without any regard to race, color, national origin, ancestry, religion, creed, age, disability, medical condition, sex, sexual orientation, gender identity, genetic information, marital status, military and veteran status or any other basis protected by federal, state, or local laws. If you are an individual with a disability and require a reasonable accommodation to complete any part of the application process and/or need an alternative method of applying, please email as-hr@sjsu.edu. Associated Students hires only individuals lawfully authorized to work in the United States (Public Law 99-603).

APPLICATIONS
Applicants must submit a complete application through the Associated Students applicant tracking system, ADP. Only complete applications will be considered.

DEADLINE
The position will remain open until filled.

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