

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

Class Title: Server Systems Coordinator		BOT Date: 02/25/04	
Level: G	FLSA Status: E	Class Code: E0741	Adm. Rev:

GENERAL DESCRIPTION

Responsible for enhancement and development of operating systems documentation. Position will document, enhance and improve the operating procedures for servers by introducing new tools and techniques.

KEY RESPONSIBILITIES		% OF TIME
1. *	Setup, configure, manage and maintain multiple servers.	30
2. *	Setup, configure, manage and maintain system and application software running on the supported servers.	20
3.	Monitors all assigned servers and desktop systems for current patches and security vulnerabilities.	20
4.	Works closely with the college help desk to respond to server problems identified.	15
5. *	Responsible for active directory design, configuration and integration into the existing domain structure.	10
6. *	Maintains user accounts and troubleshoots user account problems.	5
7.	Performs other similar and related duties as required.	

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS		
Education:	AA or AS degree in Business Admin, Computer Science, Network Engineering, or related academic area.	
Experience:	Three to five years of prior experience supporting multi-server environment.	
Planning:	Plans events that are expected to occur in the next fiscal year or on an annual basis. Scope of planning is department or equivalent.	
Impact of Actions:	Provides supportive advice, analysis, or related services which impact the expense or revenues but with no authority to actually spend the budget. May collect or process revenues/expenses. Recommends specific equipment and services that are needed to complete projects.	
Impact of Decisions:	There is moderate responsibility for making recommendations or decisions which typically affect operations, services, individuals, or activities of a campus, or the institutional academic program.	
Complexity:	Work is complex and varied and requires the selection and application of technical and detailed guidelines. Problems are not easy to identify, but are similar to those seen before. A strong analytic ability is needed to gather and interpret data where results/answers can be found after analysis of several facts. Solutions can sometimes be found by using methods chosen before in other situations but many problems are unique and require unique solutions.	
Decision Making:	Supervision is present to establish and review broad objectives relative to basic position duties or departmental responsibilities. Independent judgment is required to study previously established, often partially relevant guidelines; plan for various interrelated activities; and coordinate such activities within a work unit or while completing a project.	
Problem Solving:	Problems are not easy to identify, but are similar to those seen before. Solving them requires judgment such as setting priorities, evaluating results, or researching problem resolution databases that exist on-line. Solutions can sometimes be found by using methods chosen before in similar situations.	
Communications with Others:	Requires regular contacts to carry out programs and to explain specialized matters, or occasional contacts with officials at higher levels on matters requiring cooperation, explanation, and persuasion. External communications with others is minimal. Requires extraordinary ordinary tact and courtesy.	
Supervision of Others:	Responsible for making recommendations within a department in the areas of compensation, staff selection, disciplinary action, complaints, staff performance appraisal, and similar supervisory duties. Plans, assigns, and evaluates the work of subordinates for effective operation and results of the unit.	
Job-Related Knowledge:	Requires extensive knowledge of a distinct trade or technical function. Knows policies and procedures, and can recommend a course of action based upon these guidelines, modifying existing methods, procedures, or forms as necessary. May work with software applications and retrieval of data.	
Innovation/Creativity:	Work requires developing imaginative and complex methods, procedures, programs/scripts, or systems. This is an important part of the job and results generally affect a campus or the whole College.	
Working Conditions/Physical Effort:	Intermittently sitting, standing, or stooping. Occasional lifting up to 25 lbs.	