

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

<i>Class Title:</i> Telecommunications & Help Desk Coordinator		<i>BOT Date:</i> October 20, 2004	
<i>Level:</i> G	<i>FLSA Status:</i> Exempt	<i>Class Code:</i> E0744	<i>Adm. Rev:</i>

Manages a supervisor of desktop support services and an additional staff of full-time employees reporting to the desktop support supervisor. Supervises 3 telephone technicians, 2 telephone operators, 1 desktop support supervisor and 3 desktop support agents.

	KEY RESPONSIBILITIES	% OF TIME
1.*	Direct supervision of telephone technicians, telephone operators, and the desktop support supervisor. Indirect supervision of the desktop support agents.	30%
2.*	Responsible for the managing and monitoring the helpdesk performance statistics to insure that adherence to telephone and desktop support SLAs are maintained.	20%
3.*	Coordinates the management and maintenance of the College's telephone and voicemail systems, including user support, system maintenance and software upgrades.	10%
4.*	Performs traffic analysis and provides report results to senior management for planning purposes. Monitors and manages telephone usage.	10%
5.*	Manages all diagnostic and repair support to network staff for the College's cable plant (voice, data, copper and fiber).	10%
6.	Insures that an accurate inventory of all telephone equipment and records of all voice, data and video circuits is maintained.	5%
7.	Serves as the primary point of contact for all telecommunications contracts, excluding FIRN.	5%
8.*	Works closely with the Director of Facilities in planning and implementing all voice and data wiring projects.	5%
9.	Designs and establishes disaster recovery procedures and makes changes as needed.	5%
10.	Performs other similar and related duties as required.	

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS		
<i>Education:</i>	2 year college equivalent required.	
<i>Experience:</i>	Two to three years of prior work-related experience required.	
<i>Planning:</i>	Four to twelve months: Plans events that are expected to occur during the year and have some effect on the department's annual expenditures and/or revenues.	
<i>Impact of Actions:</i>	Has a strong, but not controlling, voice in decisions on the budget; can authorize or recommend expenditures within an approved budget. Actions may have a direct contribution on the methods used to generate revenues.	
<i>Impact of Decisions:</i>	There is moderate responsibility for making recommendations or decisions which typically affect department, but may at times affect operations, services, individuals or activities of a campus.	
<i>Complexity:</i>	Work is non-standardized and widely varied requiring the interpretation and application of a substantial variety of procedures, policies and/or precedents used in combination. Frequently, the application of multiple technical activities is employed; therefore, analytical ability and inductive thinking are required. Problem solving involves identification and analysis of diverse issues.	
<i>Decision Making:</i>	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.	
<i>Problem Solving:</i>	Problems are complex, varied and only mildly related to those seen before. Simply determining what the problem is requires major individual effort and/or consultation with others within the department or College. A high degree of analytical ability and inductive thinking may be required to solve highly intricate, technically complex problems. Must be able to develop new and nonstandard approaches.	
<i>Communication with Others:</i>	Requires regular contacts to carry out programs and to explain non-specialized matter or occasional contacts with officials at higher levels on matters requiring cooperation, explanation and persuasion. Requires regular external contacts to carry out programs and to explain non-specialized matters or work requiring continuing personal contact with the public involving the enforcement of laws, ordinances, policies and procedures.	
<i>Supervision of Others:</i>	Responsible for providing limited supervision for one or more functions within a department. Formally plans, assigns, directs and coordinates the work of these functions. Typically responsible for performing some non-supervisory duties in addition to supervisory responsibilities. May perform staff evaluations and make recommendations regarding pay and/or performance. Nature of work supervised requires training and experience, a thorough knowledge of departmental or divisional activities, and an understanding and appreciation for work conducted in other departments or schools/centers of HCC.	
<i>Job-Related Knowledge:</i>	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.	
<i>Innovation/ Creativity:</i>	Work requires using original and creative thinking to develop new, moderately complex, results. The results generally impact several work groups, a large project, or an extended customer base.	
<i>Working Conditions/ Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.	