**Title Details**

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| Employee Type | AP-Administrative Professional |
| University Title | Information Systems Coordinator |
| Title Code | 1137 |
| Function General Scope | Positions assigned to this class are responsible for coordinating the operation and maintenance of a unit’s information and computing services. Responsibilities include widely diverse complex activities in the areas of consulting, technical support, system administration, designing, programming, and network engineering. Responsibilities typically include activities performed for one or more departments, offices or programs. |

**Job Duties and Responsibilities**

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| Summary of Duties | |  |  | | --- | --- | |  | This position will independently provide computer and network consulting: troubleshooting, technical support, account management, and software support services. They will also consult with DEPARTMENT on a wide range of service and support activities including, but not limited to; systems analysis, design, development, testing, and implementation of process/software and/or hardware solutions needs, account management, database and system application support and internet/web services. | |
| Job Function, % Time, Essential | 50%, Network Administration, Essential |
| Duties Performed | |  |  | | --- | --- | |  | Lead and assist in network administration, design, planning, troubleshooting and problem resolution. |   Recommend network reconfigurations and/or enhancements.  Administer/develop network hardware and software as needed.  Provide general and technical application support, maintenance and consulting.  Collaborate in planning and implementing system software upgrades, operating system enhancements, and/or new service offerings, including the integration with other systems in the university. |
| Job Function, % Time, Essential | 30%, Administrative, Essential |
| Duties Performed | Consult and deal with vendors, contractors, engineers, technicians and/or architects.  Coordinate, advise, and direct purchases and upgrades for information technology services and/or systems.  Participates in budget development and implementation; monitors assigned budgets  Consult with end users to assess, analyze and determine computing needs.  Provide planning and operations necessary to provide computing and other technology needs  Participate in product evaluation and testing; coordinating computer equipment and inventory control.  Configure and install new hardware and software according to department specifications |
| Job Function, % Time, Essential | 15%, Security, Essential |
| Duties Performed | Monitor network security, investigating security incidents and resolving security problems as they occur  Plan and implement systems security facilities to include host and client access, file permissions and user accounts.  Plan and implement system software and data backup and disaster recovery procedures.  Audit network and computing systems to ensure access granted only to authorized users. |
| Job Function, % Time, Essential | 5%, Other, Non-Essential |
| Duties Performed | Perform other duties as assigned. |

**Supervisory/Lead Responsibilities**

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| Does this position lead the work of others? | No |
| Does this position supervise the work of others? | No |

**Position Qualifications**

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| Required Qualifications | Positions require a Bachelor’s degree and three (3) years professional experience OR a combination of education and experience totaling seven (7) years from which comparable knowledge and abilities are acquired. Education and experience may be tailored to specific need requirements of position. |
| Additional Requirements | Experience resolving information technology problems in a timely manner.  Experience providing technology support and customer service for complex software applications and/or computer systems. |
| Preferred Qualifications | Knowledge of WSU administrative systems.  Experience troubleshooting complex software applications.  Experience in a higher education environment. |