

Position Description - Classified

Purpose of the PD:

- To record the essential functions of the position
- To record special requirements
- To record required knowledge and skills to perform the duties of the position
- To record special working conditions
- To aid in recruitment and selection
- To establish Management's expectations
- To provide a base for managing performance

Position Status:

Working Title		Position Number
Instructional Computing Coordinator		E99960
Classification Title		Classification #
Information Technology Consultant		1462
Position Type (FT/PT / Limited Duration)	Regular / Academic Year / Seasonal / Intermittent	FLSA Status
FT	Regular	Non-exempt
Work Location	Department / Division	
Monmouth-Polk	Computer Science Division	
Reports to	Reports to Position Number	
Computer Science Division Chair		
Incumbent	University ID #	

Program Information:

A. Describe the general program in which this position exists. Include program purpose, size, scope and relationship to the University's mission.
<p>This position exists within the Computer Science Division at Western Oregon University (WOU).</p> <p>The Computer Science Division (CSD) employs six tenure/tenure track faculty and 3.5 non-tenure track faculty, with curricular programs in Computer Science, Information Systems and Data Analytics, all of which have a BS, a BAS and a minor. These programs prepare students for a variety of jobs in the technology industry – jobs that are both in-demand and high-paying. In addition to those programs, CSD also offers classes in the general education program to ensure technology literacy for all graduates at WOU in the 21st century.</p>
B. Describe the purpose of this position and how it functions within this program.
<p>The purpose of this position is to provide technical support and training to staff and students on information technology-based systems used in courses and programs housed within CSD, including network support, database resources, and applications software, and some limited hardware support (e.g. maintaining Raspberry Pis).</p>

Position Information and Qualifications:

A. Description of Duties/Responsibilities – List the major duties assigned to the position. Note percentage of time each listed duty is performed to total 100%. Indicate “E” = Essential, “R” = Revised	
Percent of Time	Duties
70%	COMPUTING USER SUPPORT AND TRAINING

	Assist students with set up, configuration, and maintenance of a variety of applications needed to complete coursework on their computers, including code collaboration systems, version control systems, cloud infrastructure, connectivity systems, and computing communication systems. This assistance is provided both in-person and remotely (via email, phone, chat, web conferencing, and other appropriate communication methods).
	Provide academic course support to faculty, such as reviewing new collaboration technologies or reviewing best practices for source control configuration management.
	Provide training and on-site support to both students and faculty for technologies in the CSD maker space, e.g. 3-D printers and large-format printers.
	Develop and regularly update self-guided tutorials for students for the information systems used in CSD courses.
	Write user documentation, user guides, and training outlines for faculty.
	Develop and conduct formal training sessions and orientations for new technologies for faculty.
10%	SITE SYSTEMS MAINTANCE
	Collaborate with University Computing Solutions (the campus IT department) to install, configure and modify applications and other systems to keep the lab machines ready for CSD courses.
	Monitor and update computing technologies that are regularly lent to students for a single term, e.g., laptops, Raspberry Pis, and Sphero robots.
	Maintain technologies in the CSD maker space, e.g., a large plotter printer, numerous 3-D printers.
	Work with the budget authority and APA to submit and track the supply orders for materials used in our maker space, including toner, paper, and filament.
	Manage and maintain CSD enterprise computing accounts including maintenance contracts.
10%	INSTRUCTIONAL DESIGN
	Devise methods for integrating technology tools and applications into faculty instructional delivery and student projects.
	Develop models and prototypes for research projects using appropriate software packages, utilities and product features.
	Aid faculty in researching computing media software materials.
10%	RESOURCE EVALUATION AND NEEDS ANALYSIS
	Advise and assist faculty, staff, and students in the selection of available software, hardware and/or database systems, and sources to meet their needs.
	Research available products and systems and recommend alternatives to meet identified needs.
	Participate in needs assessments and evaluate potential purchases for compatibility with existing systems.

Working Conditions:

Describe special working conditions, if any, that are a regular part of this job. Include frequency of exposure to these conditions.

The employee is required to work independently with minimal supervision and must perform multivariate tasks on a daily basis.

Guidelines:

List any established guidelines used to do this job, such as state or federal laws or regulations, policies, manuals or desk procedures.

How are these guidelines used to perform the job?

Work Contacts:

Who contacted	How (email / phone / etc)	Purpose	How often?
Division chair	In person/Zoom/Email	Scheduling, coordination of student support	Weekly
Faculty	In person/Zoom/Email	Plan and organize instructional support	3-5 times a week
Administrative Assistant	In person/Zoom/Email	Coordination of purchasing and facility management	Weekly
Students	In person/Zoom/Email	Training, assisting with computing tasks, instruction	Daily
University Computing Services	In person/Zoom/Email	Report problems, technology updates and installation	Weekly
Off-Campus Technical Services Personnel	In person/Zoom/Email	Coordination of equipment repairs or software systems updates; special projects	Monthly

Job Related Decision Making:

Describe the kinds of decisions likely to be made by this position. Indicate effect of these decision where possible.
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Review of work:

Who reviews the work of this position? (List classification title and position number). How often? Purpose of the review?
This position is reviewed annually by the Computer Science Division Chair. The purpose of the review is to ensure that the requirements of the position are being met and to revise the duties of the position to meet the evolving needs of the Computer Science Division.

Additional Job-Related Information:

Any other comments that would add to an understanding of this position
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Special Requirements / Preferred Qualifications

This classification requires a basic foundation of knowledge and skills of technology and information systems generally obtained through an AA degree in computer science, information systems, educational technology, communications, or related fields, or similar certified course work in applicable fields of study and at least one year of related work experience.

Preferred Qualifications:

Experience developing training materials, delivering synchronous (live) or asynchronous training, and/or technical writing. Strong communication skills.

Ability to work in a collaborative and effective manner with students, faculty, and staff.

Ability to work and communicate effectively with individuals from diverse backgrounds and cultures.

Budget Authority: If this position has authority to commit agency operating money, indicate in what area, how much (annually) and type of funds:

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Acknowledgement:

Employee Printed Name	Employee Signature / Date
Supervisor Printed Name	Supervisor Signature / Date
Dr. Breeann Flesch	
Reviewer (VP / Director)	Reviewer Signature / Date
Appointing Authority (Human Resources)	Appointing Authority Signature / Date

HR USE ONLY:

Received by		Date	
Position Class # (Ex. C0104)	Employee Class	Job Location	Appointment Percent
CUPA-HR# / Title	NOC Code	Category Code	SOC Code
Actions Taken			
NBAPBUD / NBAPOSN			
NBAJOBS			
PEAFAC			
Electronically Filed			