



PERSONNEL COMMISSION

Class Code: 5112
Salary Range: 42 (C1)

NUTRITION SERVICES TECHNOLOGY COORDINATOR

JOB SUMMARY

Under general supervision, plan, coordinate and implement technology and telecommunication systems for the Nutrition Services department and satellite sites; coordinate and participate in the installation, configuration and maintenance of computers and peripheral equipment; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Plan, coordinate and implement technology and telecommunication systems for the Nutrition Services department and satellite sites; assure compliance with applicable laws, codes, rules and regulations. **E**
- Coordinate and participate in the installation, configuration, repair and maintenance of computer hardware, software, networks and peripheral equipment including cables, printers, monitors and keyboards; assure user needs are met and technical support issues are resolved in a timely manner. **E**
- Provide assistance to department staff regarding computers, software applications and networking issues; identify issues requiring higher level technical resources; contact vendors to resolve issues as needed. **E**
- Maintain and troubleshoot specialized departmental software, databases, personal computers, servers, network infrastructure and peripheral equipment; run diagnostic programs; order and install replacement components. **E**
- Upgrade equipment and software; verify software licensing; clean, adjust and perform preventative maintenance on computers and peripheral equipment. **E**
- Install Point of Sale software and networks in cafeterias; install, maintain, repair, and upgrade point of sale terminals, multi-serial ports, keypads and barcode scanners. **E**
- Estimate materials, equipment and time requirements for computer support activities; maintain appropriate levels of inventory and order parts as needed; prepare preliminary annual technology budget for the department; maintain related records and files. **E**
- Maintain the Nutrition Center's computerized cafeteria management system; upgrade and modify network system software; assure connectivity with applications software; perform daily server backups. **E**

- Perform a variety of administration activities such as adding and changing user ID's, passwords and access rights; creating and deleting files and folders and troubleshooting network cabling and equipment to provide user connectivity. *E*
- Serve as a lead and train and provide work direction and guidance to assigned staff; assign and review the work of staff. *E*
- Maintain, configure and program telephone and voice mail system for Nutrition Services; move phone lines; monitor system performance; confer with District Telecommunications personnel regarding issues related to the system. *E*
- Design, publish and update new and existing web sites and pages for the department's web site; create and assure the functionality of web page links, online forms, surveys and scripts running behind the web site. *E*
- Provide training and technical user support assistance to end users in the proper operation and care of hardware, software and peripheral equipment; develop training manuals; provide technical information and perform demonstrations as requested. *E*
- Evaluate computers, software and peripheral equipment for use in the department; provide recommendations concerning the purchase of new computer systems, software and equipment; assure compliance with established District and department objectives and resources. *E*
- Provide technical expertise and information to the Nutrition Services Director regarding assigned functions and participate in the formulation of policies, procedures and programs; advise the Director of unusual trends or problems and recommend appropriate corrective action. *E*
- Prepare and maintain records of hardware, computer equipment, software licenses and work performed; prepare reports related to assigned activities. *E*
- Operate a variety of equipment and hand tools used in the maintenance, diagnosis and repair of network equipment. *E*
- Drive a personal or District vehicle to various District sites to conduct work; transport equipment from site to site; respond to after-hours emergency calls as assigned. *E*
- Attend and participate in meetings, conferences and seminars related to network technology to maintain current knowledge of technological advances in the field. *E*

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A Nutrition Services Technology Coordinator plans, coordinates and implements technology and telecommunication systems for the Nutrition Services department and satellite sites including the installation, configuration and maintenance of computer and network hardware, software and peripheral equipment to assure user needs and departmental technology goals are met. Incumbents have responsibility for estimating and monitoring technology expenditures and providing input concerning budget needs.

EMPLOYMENT STANDARDS

Knowledge of:

Plan, coordinate and implement technology and telecommunication systems for the Nutrition Services department and satellite sites.
Installation, configuration and maintenance of computer hardware, software, networks and peripheral equipment.
Computer languages, operating systems, hardware and software applications utilized by the District.
Capabilities of network server systems such as Novell and UNIX.
Components and capabilities of network hubs, switches, routers, servers and cabling.
Local and wide area network configurations and software.
Basic electronic principles, communication concepts and cabling standards.
Materials, methods and tools used in the operation, maintenance and repair of computer hardware, software and peripherals.
General principles and techniques of systems and network analysis.
Telephone and voice mail systems.
Record keeping and report preparation techniques.
Principles of training and providing work direction.
Basic budgeting practices regarding monitoring and control.
Technical aspects of field of specialty.
Oral and written communication skills.
Applicable laws, codes, regulations, policies and procedures.
Interpersonal skills using tact, patience and courtesy.

Ability to:

Plan, coordinate and implement technology and telecommunication systems for the Nutrition Services department and satellite sites.
Provide assistance to department staff regarding computers, software applications and networking issues.
Analyze complex technical problems accurately, logically and quickly.
Evaluate user needs and advise on appropriate hardware and software configurations.
Change telephone programming and relocate telephones.
Communicate effectively both orally and in writing.
Maintain records and prepare reports.
Operate a variety of tools and equipment utilized in the operation and repair of computer and network systems.
Plan and organize work.
Work independently with little direction.
Maintain current knowledge of technological advances in the field.
Train and provide work direction to assigned staff.
Establish and maintain cooperative and effective working relationships with others.

Education and Training:

Bachelor's degree in computer science or a related field.

A+ certification.

Professional network certification by a major vendor such as UNIX, Novell, Cisco or Microsoft is highly preferred.

Experience:

Three years of experience installing, maintaining and repairing computer and network hardware, software and peripheral equipment.

Two years of additional experience may be substituted for two years of the higher education.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this class require the use of a personal automobile and possession of a valid California class C driver's license.

Applicants for this classification will be required to obtain and submit, at his/her own expense, his/her current motor vehicle driving record at the time of appointment. The record must meet and be maintained at the District's safe driving standard. Failure to meet this requirement will result in the disqualification and/or rejection of the applicant regardless of any other standing.

WORKING ENVIRONMENT

Offices and school sites.

Driving a vehicle to conduct work.

Occasional evening and variable hours.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting for extended periods of time.

Hearing and speaking to exchange information in person and on the telephone.

Bending at the waist, kneeling or crouching.

Climbing ladders and working at heights.

Reaching overhead, above the shoulders and horizontally.
Lifting and carrying objects weighing up to 25 pounds.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 6/14/2007