Date of Board Meeting: October 18, 2022

Subject: Reorganization of the Office of Technology Services

Recommendation: Approve the reorganization of the Office of Technology Services.

Background and Rationale:

The following is a proposal for the comprehensive reorganization of the Office of Technology to the Office of Technology Services. This proposal has been developed to provide an organizational structure that provides an optimal foundation upon which to modernize technology within the College, while allowing for a high level of customer support for WCJC students, faculty, and staff.

Catalyzing factors for this proposal include:

- Ensuring that we have the right people in the right positions, while providing ongoing, robust training for all staff.
- Establishing a structure which will support increased virtualization and aid in future-proofing the College's technology systems.
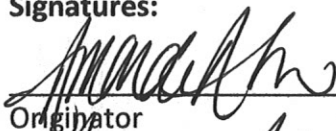- Responding to evolving trends within the area of information technology in higher education.

Cost and Budgetary Support: Cost savings ($7,500 per year)

Strategic Priority Alignment:
☐ Student Success ☐ Community Impact
☑ Resource Optimization ☑ Institutional Excellence

Resource Person(s): Amanda Allen, Ed.D.; Vice President of Strategy, Enrollment Mgmt, and Technology

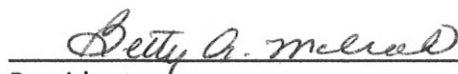**Signatures:**

_____
Originator

10/05/2022
Date

_____
Cabinet-Level Supervisor

10/05/2022
Date

President's Approval:

_____
President

10/11/22
Date

POLICY DB (LOCAL)
08/01/2020

Comprehensive Reorganization Proposal

Technology Services

The following is a proposal for the comprehensive reorganization of the Office of Technology to the Office of Technology Services. This proposal has been developed to provide an organizational structure that provides an optimal foundation upon which to modernize technology within the College, while allowing for a high level of customer support for WCJC students, faculty, and staff.

Catalyzing factors for this proposal include:

- Ensuring that we have the right people in the right positions, while providing ongoing, robust training for all staff.
- Establishing a structure which will support increased virtualization and aid in future-proofing the College's technology systems.
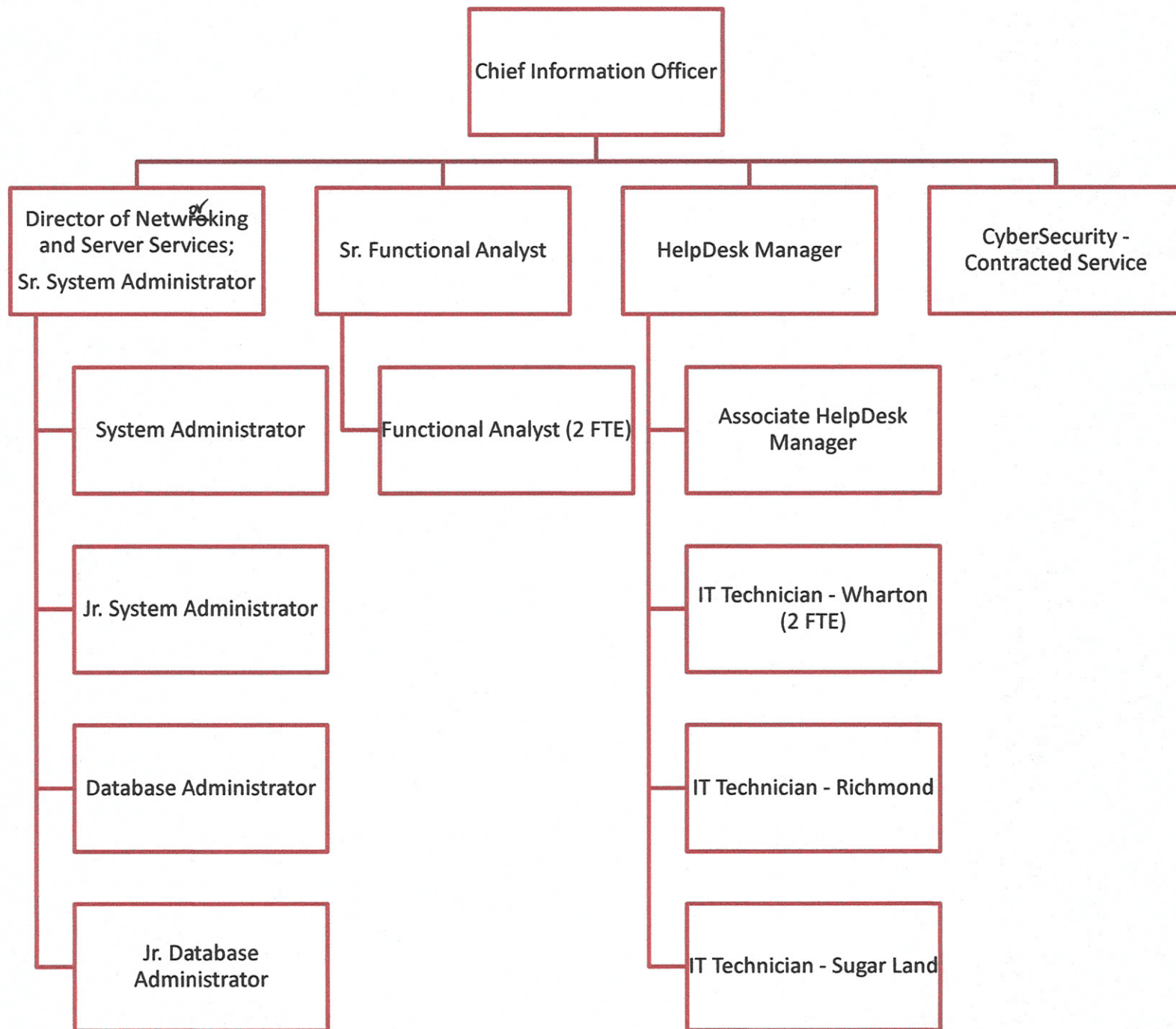- Responding to evolving trends within the area of information technology in higher education.

Proposed organizational changes:

- Establish four (4) functional areas within the Office of Technology Services:
  - Networking and Server Services
  - Information Systems
  - Cybersecurity
  - HelpDesk
- Within the area of Networking and Server Services:
  - Retitle the "Director of Technical Services" to "Director of Networking and Server Services; Sr. System Administrator" to more accurately reflect the duties and responsibilities of the position.
  - Convert the position of "IT Reliability and Maintenance Technician" to "Jr. System Administrator" to provide enhanced network and server support.
  - Realign the "System Administrator" to report to the "Director of Networking and Server Services; Sr. System Administrator" and expand responsibilities to include support of the Microsoft server environment.
  - Realign the "Database Administrator" to report to the "Director of Networking and Server Services; Sr. System Administrator" and expand responsibilities to include support of the Microsoft database environment. Officially reallocate funds to establish as a permanent position.
  - Convert the position of "Director of Database and Application Services" to "Jr. Database Administrator". For FY2023, position funds will be used to pay for contract services to provide optimal support for the database environment. Upon stabilization of the database environment, a final determination will be made regarding the hiring or outsourcing of this position.

- Within the area of Information Systems:
  - Retitle the "Director of Information Systems" to "Director of Information Systems; Sr. Functional Analyst" to more accurately reflect the duties and responsibilities of the position.
  - Retitle both "Systems Analyst" positions to "Functional Analyst" to more accurately reflect the duties and responsibilities of the position.
  - Permanently reallocate funds for third "Systems Analyst" position to establish the full-time "Database Administrator" position.
- Within the area of Cybersecurity:
  - Maintain the annual contract with Columba Advisory Group in FY 2023.
  - During FY 2023, evaluate the need to develop the position of "CyberSecurity Manager" to coordinate and provide oversight for all cybersecurity functions within the College.
- Within the area of HelpDesk:
  - Retitle the "HelpDesk and Training Coordinator" to "HelpDesk Manager" and expand duties to include Tier 1 and 2 support for desktops and instructional technologies, while also providing supervision ot all "IT Technicians".
  - Retitle the "HelpDesk Technician" to "Associate HelpDesk Manager" and expand responsibilities to include project management and CRM support.
  - Realign all "IT Technicians" to report to the "HelpDesk Manager", allowing for more efficient response times and enhanced support for desktop and instructional technology.

Cost Differentials:

Current	New	Cost / Savings
IT Reliability and Maintenance Technician (P-15-06)	Jr. System Administrator (A-08-06)	Increase $7,059
System Administrator (AA-13-11)	System Administrator – Microsoft and Linux (AA-15-11)	Increase $1,333
Database Administrator (AA-12-11)	Database Administrator – Microsoft and Linux (AA-15-11)	Increase $2,667
Director of Database and Application Services (CA-15-51)	Jr. Database Administrator (AA-12-10)	Decrease $32,667
HelpDesk and Training Coordinator (P-15-07)	HelpDesk Manager (A-08-07)	Increase $7,400
HelpDesk Technician (P-06-03)	Associate HelpDesk Manager (A-01-03)	Increase $6,767
	Total Savings	**$7,441**

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                          │ Chief Information Officer │
                          └─────────────────────────┘
        ┌──────────────────────┬─────────────┴──────────────┬──────────────────────┐
┌────────────────────┐  ┌──────────────────┐  ┌──────────────────┐  ┌──────────────────┐
│ Director of         │  │ Sr. Functional   │  │ HelpDesk Manager │  │ CyberSecurity -  │
│ Networking          │  │ Analyst          │  │                  │  │ Contracted Service│
│ and Server Services;│  └──────────────────┘  └──────────────────┘  └──────────────────┘
│ Sr. System          │
│ Administrator       │
└────────────────────┘
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- **Chief Information Officer**
  - **Director of Networking and Server Services; Sr. System Administrator**
    - System Administrator
    - Jr. System Administrator
    - Database Administrator
    - Jr. Database Administrator
  - **Sr. Functional Analyst**
    - Functional Analyst (2 FTE)
  - **HelpDesk Manager**
    - Associate HelpDesk Manager
    - IT Technician - Wharton (2 FTE)
    - IT Technician - Richmond
    - IT Technician - Sugar Land
  - **CyberSecurity - Contracted Service**

Wharton County Junior College

JOB TITLE: Director of Networking and Server Services	**FLSA:** Exempt **GRADE:** CA/15
	NBAPOSN: DIR037
LOCATION: Peace Building, Wharton Campus	**EFFECTIVE DATE:** July 15, 2021
	REVISION DATE: October 6, 2022
REPORTS TO: Chief Information Officer	

PURPOSE AND SCOPE:

The Director of Networking and Server Services provides oversight to the management of the college's computer systems, servers, and networks, working with the Help Desk Manager and the team of technical personnel. This is a hands-on position, managing a team as well as resolving higher level technical issues. Achieve and maintain a working, technical knowledge of the institutions core technologies to provide full top-level technical support. This position plans, installs and maintains the college's networking activities to include the network connectivity requirements between buildings and campuses, Internet access, implementation and maintenance of local area networks and telecommunications. The position reports to the Chief Information Officer.

ESSENTIAL JOB FUNCTIONS:

1. Manages the Server and Networking support team to include the System Administrator and Junior System Administrator. Works with all technical staff on a daily bases to solve issues with and supporting the core technologies for the entire institution network of servers, computing resources, and switching configurations.

2. Manage and maintain multiple-server systems. Routinely monitor all servers and assess their performance/stability. Ensure SQL server stability as it is a major data store. Ensure all server patches are up-to-date and monitor for new available patches. Assess server usage/available space. Create shares of server space as needed by division

3. Take ownership of unresolved technical issues, and liaise with immediate supervisor to solve and/or develop solutions.

4. Establishes and maintains network users, user environment, directories, and security.

5. Monitor for trends: Security Patching, upgrades, and applications in the server environment, tracking life cycle management needs and equipment failures, firmware issues, typical installer issues, and software bugs.

6. Monitors, logs, and administers all networking activities and keeps system log information up-to-date.

7. Installs and updates software applications as required.

8. Maintains system backups of all files, security, and rights.

9. Supervises other personnel, including part-time help, contractors and third-party technology providers, involved with the college network.

10. Develops and implements maintenance plans to minimize down time of the college network due to equipment failure.

11. Develops, acquires, and maintains procedure manuals for use of personnel who will operate and/or repair said equipment.

12. Consults and coordinates with faculty and administrative staff in the operation and maintenance of equipment utilized in conjunction with the college network.

13. Evaluates and recommends vendor contracts for hardware, software, and technology related services as needed.

14. Provides installation, diagnosis and repair of microcomputers, printers, and other peripheral equipment, data communications cables and lines connecting equipment on campuses.

15. Procures microcomputers, parts, peripherals, and software in accordance with Wharton County Junior College purchasing guidelines and policies.

16. Tracks the additions, deletions, and moves of server data center hardware, switching, fiber, and UPS inventory.

17. Respects and protects the confidentiality of data stored on the central computer system.

18. Manages the telecommunications system.

19. Performs other duties as defined by the Chief Information Officer.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires a Bachelor's degree in Computer Engineering, Computer Science, Computer Information Systems, Management Information Systems, or closely related field, or eight years of related work experience or a combination of education and work experience. This position requires a minimum of four years' experience in working in a technical support role to include network support. This position requires a minimum of 4 years' experience developing and managing a technical support team. This position requires the ability to work effectively and congenially with faculty, students, and staff and possess outstanding time management and organizational skills. Criminal background check is also required.

SUPERVISION OF OTHERS:

This position supervises the System Administrator and Junior System Administrator.

SUPERVISON AND DIRECTION RECEIVED:

The Senior System Administrator is responsible and accountable to the Chief Information Officer for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statues, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

PC workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment. Server, networking tools and applications to manage the life cycle needs of the computing environment of WCJC Data Centers and networking backbone.

CONTACTS:

External contacts with the community and local and state agencies.

Internal contacts with administrators, faculty and staff.

COMPLEXITY/EFFORT:

Ability to read and interpret departmental policies, procedures and instructions. Ability to hear and understand staff and public inquiries, supervisor's oral instructions, and emergency announcements. Sufficient manual dexterity to prepare reports, graphics, and other data on the computer. Meet the public in situations requiring tact, diplomacy and poise. Professional working relationships, both with the college and with the general public require the incumbent to maintain a high degree of judgment, tack, and discretion

at all times. Work requires characteristics supported by collaborative work efforts with external and internal customers in a collegial atmosphere. Demonstrated commitment to the mission of a comprehensive community college. Must be detail oriented. Ability to handle emergency situations as they arise in the office. Ability to work on a number of projects simultaneously and prioritize workloads. Ability to read and interpret departmental policies, procedures and instructions. Ability to hear and understand customer inquiries and oral instructions from supervisor. Sufficient manual dexterity to prepare letters, reports, graphics and other data on the computer.

WORKING CONDITIONS:

Work is performed primarily in a climate-controlled open office environment shared with others with computers with minimal exposure to safety hazards. Travel is required. Exposure to natural atmospheric conditions such as dirt and dust, etc. Ability to operate equipment. Capable of pushing, pulling, and lifting 100 pounds.

LAST MODIFIED: October 6, 2022

_____   _____
Employee's Signature   Date

_____   _____
Supervisor's Signature   Date

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Initials

Wharton County Junior College

JOB DESCRIPTION
Human Resources Department

JOB TITLE: System Administrator	**FLSA:** Exempt **GRADE:** AA/15 **NBAPOSN:** ITO001
LOCATION: Wharton Campus	**EFFECTIVE DATE:** September 9, 2004 **REVISION DATE:** October 6, 2022
REPORTS TO: Director of Networking and Server Services	

PURPOSE AND SCOPE:

The System Administrator directs operations, budget, equipment and facilities for the College's Management Information System (MIS). The position is responsible for the selection, acquisition, and maintenance of hardware and software necessary to support the college Management Information System. Responsibilities include Oracle database support, Windows and Unix/Linux servers support, infrastructure planning and design, capacity planning, client interface, storage administration, security incident prevention and response. The responsibilities will also include installation of hardware and software, analysis, troubleshooting, and diagnostics.

ESSENTIAL JOB FUNCTIONS:

1. Installs, setup, and configures Windows and Linux servers to support the College's MIS.

2. Develops and implements a maintenance plan to minimize down time of the College's MIS due to equipment failure.

3. Functions as backup DBA. Assists Director of Database and Application Services with space and user management, patching, connectivity, and other duties as they pertain to the management of Oracle Databases.

4. Provides the expertise and guidance to the college on the overall infrastructure architecture as it relates to the Management Information System.

5. Works with IT department staff to develop and maintain an infrastructure roadmap to reduce overall complexity and increase cost efficiency. This roadmap should allow for the re-usability and adaptability of our infrastructure.

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Initials

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6.   Documents the infrastructure architecture environment and procedures to insure the infrastructure remains cost effective, efficient, and of high quality.

7.   Maintains expertise in the area of architecture, including industry trends, strategies, and products to ensure that college's assets are effectively and efficiently utilized.

8.   Provides technical expertise to, and assist in, the selection of new hardware and software platforms to achieve the enterprise architecture goals.

9.   Establishes and maintains MIS users, user environment, directories, and security in accordance with achieving the goals in the College master plan.

10.   Responds to the needs and questions of MIS users concerning their access to the Management Information System.

11.   Maintains a backup of MIS files, security, and rights.

12.   Negotiates and obtains repair and support contracts for MIS equipment and software.

13.   Incorporates electronic reports into the electronic report system (e-Print) and make them available for faculty and staff.

14.   Monitors and maintains all MIS servers.

15.   Installs security patches as they become available on all MIS servers.

16.   Monitors the reception and transmission of electronic transcripts.

17.   Responsible for other duties as assigned by supervisor.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires a Bachelor's Degree in technical studies: Engineering, Computer Science, Computer Information system or related field or eight years of related work experience or a combination of education and work experience. This position requires two years of full-time work experience maintaining a MIS networked infrastructure, preferably in a college environment. Experience supporting remote sites is a plus. Experience with the following operating systems and software is preferable: Unix/ Linux, all versions of Windows OS Servers, Oracle database and Weblogic servers, SQLServer, MySQL, SQL/Plus, electronic document management systems, Microsoft Active Directory, Domain Name Service, the Microsoft Office Suite of Programs, Apache web server, Tomcat servlet engine. A criminal background check is also required.

SUPERVISION AND DIRECTION RECEIVED:

The System Administrator is responsible and accountable to the Director of Networking and Server Services for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statues, ordinances, codes, rules, regulations, or directives.

SUPERVISION OF OTHERS:

This position does not have supervisory responsibilities.

EQUIPMENT USED:

This position uses a personal computer workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

External contacts of this position are with the community and local and state agencies.

Internal contacts of this position are with administrators, faculty and staff.

COMPLEXITY/EFFORT:

This position requires the ability to read and interpret departmental policies, procedures and instructions and the ability to hear and understand staff and public inquiries, supervisor's oral instructions, and emergency announcements. This position requires sufficient manual dexterity to prepare reports, graphics, and other data and meet the public in situations requiring tact, diplomacy and poise. Professional working relationships, both with the college and with the general public, require the incumbent to maintain a high degree of judgment, tack, and discretion at all times. Work requires characteristics supported by collaborative work efforts with external and internal customers in a collegial atmosphere. The person in this position must be detail oriented, have the ability to handle emergency situations as they arise in the office, have the ability to work on a number of projects simultaneously and prioritize workloads, and have the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. The ability to write reports, business correspondence, and procedure manuals, the ability to effectively present information and respond to questions from groups of constituents from the college community, the ability to define problems, collect data, establish facts, and draw valid conclusions, and the ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables is also required.

WORKING CONDITIONS:

Work of this position is performed primarily in a climate-controlled open office environment shared with others with computers with minimal exposure to safety hazards. Travel is required. This position requires the ability to operate data processing equipment and the ability to lift 50 pounds.

LAST MODIFIED: October 6, 2022

_____   _____
Employee's Signature   Date

_____   _____
Supervisor's Signature   Date

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Initials

Wharton County Junior College

JOB DESCRIPTION
Human Resources Department

JOB TITLE: Junior System Administrator	**FLSA:** Exempt **GRADE:** A/10
	NBAPOSN: ITN001
LOCATION: Wharton Campus	**EFFECTIVE DATE:** April 5, 2013
	REVISION DATE: October 6, 2022
REPORTS TO: Director of Networking and Server Services; Sr. System Administrator	

PURPOSE AND SCOPE:

The Junior System Administrator is responsible for the stable operation of the College computer network and servers. Provides technical support, installation, maintenance, project implementation and configuration in respect to the campuses; networking equipment, device security, campus wide printing solutions, personal computer support, wireless networking and Lync phone system. The individual in this position will frequently be confronted with many simultaneous projects and must be capable of performing effectively and efficiently under stress.

ESSENTIAL JOB FUNCTIONS:

1. This position establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; and designing router administration, including interface configuration and routing protocols.

2. This position establishes network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; and establishing connections and firewalls.

3. This position maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; and escalating problems to vendor.

4. This position designs and implements data connectivity for local area network (LAN) and wide area network (WAN) systems; assists in coordinating special projects including network related wiring plans, LAN/WAN hardware/software purchases, and system installation.

Initials

5.   This position maintains critical updates, patches, and configurations on all servers.

6.   This position completes diagnosis and repairs of microcomputers, printers, and other peripheral equipment, data communications cables and lines connecting equipment on campus.

7.   This position completes diagnosis and repairs of telephone equipment and cabling on campus.

8.   This position ensures the confidentiality of data stored on all computer systems.

9.   This position provides initial support of software applications, including installation and configuration of software.

10.   This position performs miscellaneous job-related duties as assigned.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires an Bachelor's Degree in an Information Technology field or equivalent or four years work experience or a combination of education and work experience; and a minimum of four (4) years' experience in network support. This position requires good verbal and written communication skills and the ability to work closely with all members of the College. This position requires the ability to diagnose problems and repair electronic hardware at the module level, the ability to schedule and supervise the activities of the IT Reliability/Maintenance Technician, and the ability to read and understand technical documentation. This position requires the ability to drive to various locations to perform duties and must be insurable under the College auto policy. This position requires the ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables and the ability to work closely with all members of the college. A criminal background check is required.

SUPERVISON AND DIRECTION RECEIVED:

The Junior System Administrator is responsible and accountable to Director of Networking and Servers Services for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statues, ordinances, codes, rules, regulations, or directives.

SUPERVISION OF OTHERS

No supervision.

EQUIPMENT USED:

This position requires a personal computer workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

External contacts of the position are with the general public.

Internal contacts of this position are with administrators, faculty and staff.

COMPLEXITY/EFFORT:

This position requires the ability to read and interpret departmental policies, procedures and instructions, the ability to hear and understand staff and public inquiries, supervisor's oral instructions, and emergency announcements, and sufficient manual dexterity to prepare reports, graphics, and other data on a personal computer. The person in this position must meet the public in situations requiring tact, diplomacy and poise. Professional working relationships, both with the college and with the general public require the person in this position to maintain a high degree of judgment, tack, and discretion at all times. This position requires characteristics supported by collaborative work efforts with external and internal customers in a collegial atmosphere and a demonstrated commitment to the mission of a comprehensive community college. The person in this position must be detail oriented and have the ability to handle emergency situations as they arise in the office. This position requires the ability to work on a number of projects simultaneously and prioritize workloads and the ability to read and interpret departmental policies, procedures and instructions.

WORKING CONDITIONS:

Work of this position is performed primarily in a climate-controlled open office environment shared with others with computers with minimal exposure to safety hazards. Travel is to other campuses is required as needed. This position has exposure to natural atmospheric conditions such as dirt and dust, etc. The ability to operate equipment and the capability of pushing, pulling, and lifting 100 pounds is required.

LAST MODIFIED: October 6, 2022

_____   _____
Employee' s Signature   Date

_____   _____
Supervisor's Signature   Date

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Wharton County Junior College

JOB DESCRIPTION
Human Resources Department

JOB TITLE: Database Administrator	**FLSA:** Exempt **GRADE:** AA-15 **NBAPOSN:**
LOCATION: Administration, A-110 Wharton Campus	**EFFECTIVE DATE:** September 1, 2004 **REVISION DATE:** October 6, 2022
REPORTS TO: Chief Information Officer	

PURPOSE AND SCOPE:

The Database Administrator is responsible for the life cycle management of Database and Application Services supporting the Banner enterprise system including configuration and maintenance of the Oracle database, provides technical advice, and resolves database performance problems. The position is responsible for all activities related to the development, implementation, and administration of Oracle database for Banner applications, including RDBMS objects design, production support, problem identification, and resolution; design and implementation of data and disaster recovery procedures; construction of scripts and programs at the database levels. Plan and direct complex application planning, design, development, implementation, and performance tuning for mission critical college systems associated with the Microsoft SQL database environments. The position reports to the Chief Information Officer.

ESSENTIAL JOB FUNCTIONS:

1. Develops and implements database backup and recovery strategies to prevent failures and ensure effective recovery of data.

2. Audits, monitors, and tunes the Oracle and SQL database solutions for optimal performance.

3. Establishes and maintains security, user accounts and user groups for Oracle and SQL databases.

4. Develops and processes queries and reports against Oracle and SQL databases.

5. Maintains archived data on appropriate storage devices.

6. Plans long-term development, capacity, and growth based upon current and anticipated WCJC needs. This involves assessment of system capabilities and limitations (e.g., memory, interconnectivity, etc.), data needs, new technologies, and other factors.

7. Determines system parameters to prevent failures from overloads, directing and overseeing system-wide maintenance activities to minimize user and system disruption, and ensuring overall system performance.

8. Develops, tests, and implements innovative and technically sound approaches to a variety of problems related to system functions, operations, interconnections, and performance issues.

9. Works with various college teams involved with the ongoing implementation, upgrading, and maintenance of Banner to provide expert guidance in developing information technology goals and policies and ensuring that database services meet the current and future needs of campus communities.

10. Oversees, plans and directs system security structures and procedures for unique user environments to protect data resources from system failures, security breaches, and other problems (e.g., hacking and viruses).

11. Configures, sets up and monitors datamart/data warehouse database to support regulatory reporting requirements.

12. Develops naming conventions, procedures and policies for both new and customized software application development for the campus.

13. Designs and implements software change management control policy to ensure accuracy of implementation of software changes to production systems.

14. Supports Web, Form and Report application services for Banner INB and self-service modules.

15. Mentors and provides consultancy to IT personnel on Oracle, SQL and Unix languages.

16. Clones and refreshes test/development databases to support IT personnel in testing new software changes and performance tuning.

17. Develops scripts to automate routine tasks to relieve staff's time from performing these tasks so that they can make efficient use of their time.

18. Customizes Banner code to meet WCJC's specific process requirements.

19. Provides after hours support for mission-critical faculty, employee and student self-services Banner modules.

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Initials

20.   Provides support for testing of beta versions of HR/Payroll and TCC software for Texas Connection and SCT staffs.

21.   Reviews and approves both SCT and inhouse scripts and manages applications of these scripts to production system to minimize impact to Banner system.

22.   Configures, sets up, administers and monitors workflow system to automate steps and flow of business processes.

23.   Researches, evaluates and sets up a unified web portal solution for faculties, employees and students.

24.   Configures, sets up, administers, and monitors SQL server and MySQL databases for TracDat and Touchnet application.

KNOWLEDGE, SKILLS, EXPERIENCE:

Bachelors Degree in Computer Science or related field.   Three years experience as an Oracle production database administrator and above-average knowledge of Oracle, PL/SQL programming, Unix operating system, and MS SQL /SQL database/database support toolkit concepts and practices. Criminal background check required.

SUPERVISION OF OTHERS

No supervisory role.

SUPERVISON AND DIRECTION RECEIVED

The Data Base Administrator is responsible and accountable to the Chief Information Officer for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statues, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

PC workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

External contacts with the community and local and state agencies.

Initials

Internal contacts with administrators, faculty and staff.

COMPLEXITY/EFFORT:

Ability to read and interpret departmental policies, procedures and instructions. Ability to hear and understand staff and public inquiries, supervisor's oral instructions, and emergency announcements. Sufficient manual dexterity to prepare reports, graphics, and other data on the computer. Meet the public in situations requiring tact, diplomacy and poise. Professional working relationships, both with the college and with the general public require the incumbent to maintain a high degree of judgment, tack, and discretion at all times. Work requires characteristics supported by collaborative work efforts with external and internal customers in a collegial atmosphere. Demonstrated commitment to the mission of a comprehensive community college. Must be detail oriented. Ability to handle emergency situations as they arise in the office. Ability to work on a number of projects simultaneously and prioritize workloads. Ability to read and interpret departmental policies, procedures and instructions. Ability to hear and understand customer inquiries and oral instructions from supervisor. Sufficient manual dexterity to prepare letters, reports, graphics and other data on the computer.

WORKING CONDITIONS:

Work is performed primarily in a climate-controlled open office environment shared with others with computers with minimal exposure to safety hazards. Occasional travel is required. Job duties require little physical effort with light lifting required for filing. Exposure to natural atmospheric conditions such as dirt and dust, etc. Physical exertion is typical of office environment.

GENERALIZED WORK CONDITIONS:

Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish work.

Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.

Communicating with Persons Outside the Organization - Communicating with persons outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

LAST MODIFIED: October 6, 2022

_____   _____
Employee' s Signature   Date

_____   _____
Supervisor's Signature   Date

Wharton County Junior College

JOB TITLE: Helpdesk Manager	**FLSA:** Exempt **GRADE:** A/8
	NBAPOSN: PCR004
LOCATION: ☐ Wharton Campus ☐ Richmond Campus	**EFFECTIVE DATE:** August 25, 2008
	REVISION DATE: October 6, 2022
REPORTS TO: Chief Information Officer	

PURPOSE AND SCOPE:

The Helpdesk Manager: Manages Help Desk functions for the Technology Services department, supervising a group of technicians as a responsive problem-solving unit, in a manner that is professional and courteous to the users of WCJC campus and its technology needs. Manages maintenance oversight and coordination efforts for each area of technical support. The manager works in close conjunction with Technology Services management team providing metrics and trend analysis to be used in decision making processes. Carries out equipment life cycle change outs and projects related to the deployment of hardware solutions, and contacts independent vendors, when needed. Develops training frameworks and programs to help technical staff keep updated on new industry practices. Designs and develops training materials; planning, scheduling, and conducting general and specialized training sessions for the institution's employees; and developing, organizing, and maintaining a master electronic library for documentation and training material.

ESSENTIAL JOB FUNCTIONS:

1. This position is responsible for the coordination of first-level problem resolution for students, faculty, and staff requiring assistance with information technology issues and problems.

2. This position coordinates and directs the activities of the Associate Help Desk Manager including establishing the hours of operation for the Office of Help Desk Services.

3. Supervises a group of technicians as a responsive problem-solving unit, in a manner that is professional and courteous to the users of WCJC campus and its technology needs.

4. This position assists in providing verbal step-by-step instructions to users for immediate resolution to simple problems through multiple means: including phone, web, email, and face-to-face.

5. This position coordinates the communication process for ensuring the issue was resolved to the user's satisfaction.

6. This position assists in entering problem/solution information into a helpdesk database using standardized key words to facilitate database searches.

7. This position updates the helpdesk database to reflect current disposition of work orders.

8. This position prepares problem tracking reports, reports regarding frequency and patterns of problems reported to the helpdesk; reports on open/closed work orders; reports specific time periods regarding work orders generated, work done by service technicians and work orders closed.

9. This position plans, schedules, and conducts general and specialized training sessions for the institution's employees.

10. This position identifies and delivers for web publication user guides for general information and specialized training.

11. This position develops, organizes, and maintains a master electronic library for documentation and training material.

12. This position facilitates the purchase process for IT equipment replacements.

13. This position facilitates the purchase process for Board approved IT equipment.

14. This position assists in gathering information necessary to process IT tickets.

15. This position introduces new full-time employees to WCJC IT procedures, standards and guidelines.

16. This position communicates current network security warnings/procedures with the college community through trainings and emails.

17. Manages a standard protocol for ticket resolution and documentation, identifying ticket resolution barriers and solutions.

18. Carries out supplementary IT tasks, oversees new IT installations, works with staff on equipment replacement projects and contacts independent vendors, when needed.

19. Generates weekly and monthly reports on customer support issues.

20. Develops metrics and templates to evaluate technical support issue response times and solution solving skills of the team.
21. Provide metrics that help with trend analysis and problem resolution efforts.

22. Identity's training opportunities needed to help technical staff keep updated on new industry practices.

23. This position performs other duties as assigned.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires an Associate's Degree in Information Technology or two years of full-time related work experience and four years of full-time related work experience or a combination of education and related work experience. This position requires the ability to diagnose routine technical problems with hardware and software; have strong interpersonal and organizational skills; and the ability to communicate effectively with a diverse end-user population. The incumbent in this position must have the ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables and have the ability to work closely with all members of the college. A criminal background check required.

SUPERVISION OF OTHERS:

This position supervises the Associate Help Desk Manager and IT Technicians supporting the Help Desk.

SUPERVISON AND DIRECTION RECEIVED:

The Helpdesk Manager is responsible and accountable to the Chief Information Officer for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outlined in this job description comes from the policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

This position uses a PC workstation running in a Microsoft Windows environment, calculator, phone, and other general office equipment.

CONTACTS:

External contacts of this position are with the vendors and other colleges.

Internal contacts of this position are with administrators, faculty and staff.

COMPLEXITY/EFFORT:

This position requires the following: ability to work with minimal supervision and maintain confidential information; ability to work in collaboration with external and internal customers in a collegial manner; a demonstrated commitment to the mission of a comprehensive community college; excellent communications skills, interpersonal skills, and the ability to work on collegial teams; ability to handle emergency situations as they arise; ability to work on a number of projects simultaneously and prioritize workloads; ability to read and interpret departmental policies, procedures and instructions; ability to hear and understand customer inquiries and oral instructions from supervisor; ability to ensure that mutually agreed-upon objectives have been attained with a specified time frame; maintain effective, cooperative relationships exist with administrative and professional staff, faculty, support staff, and clientele from the community; ability to ensure accuracy and high quality of finished work within established guidelines.

WORKING CONDITIONS:

Work is performed primarily in a climate-controlled open office environment with computers with minimal exposure to safety hazards. Frequent travel and occasional use of a personal vehicle is required. Job duties require little physical effort with light lifting required for filing and shredding. Exposure to natural atmospheric conditions such as dirt and dust, etc. may occur.

LAST MODIFIED: October 6, 2022

_____   _____
Employee's Signature   Date

_____   _____
Supervisor's Signature   Date

_____
Initials

Wharton County Junior College

JOB DESCRIPTION
Human Resources Department

JOB TITLE: Associate Help Desk Manager	**FLSA:** Exempt **GRADE:** A/6 **NBAPOSN:** TE1001
LOCATION: Wharton Campus	**EFFECTIVE DATE:** October 28, 2008 **REVISION DATE:** October 6, 2022
REPORTS TO: Help Desk Manager	

PURPOSE AND SCOPE:

The Associate Help Desk Manager is responsible for providing first line response for students, faculty, and staff requiring assistance with information technology issues and problems. The Associate Help Desk Manager troubleshoots computer problems, determines resolution, documents work done, and adds to knowledge base to assist with solving common user issues or problems. This position filters and escalates level 2 service requests to appropriate support areas. Project management, will need to communicate with stakeholders, make decisions, and monitor the progress of the projects to keep them on schedule, utilizing a project management software for the campus.

ESSENTIAL JOB FUNCTIONS:

1. This position provides excellent Help Desk customer service support through multiple means: including phone, web, email, and face-to-face to all customers: faculty, staff, students, and prospects.

2. This position troubleshoots hardware/software issues by telephone.

3. This position assists students, faculty, and staff with basic IT procedures.

4. This position serves as the contact for assisting in technology related questions for online class support for students.

5. This position assists students with student e-mail Activation and enrollment set-up.

6. This position assists students, faculty, and staff with email logon and password reset.

7. This position assists students with Online Services PIN resets.

8. This position acts as a resource for online information for students, faculty, and staff.

9. This position assists students, faculty, and staff with WCJC WiFi connections.

10. This position researches technology questions for best possible solutions.

11. This position enters and updates help desk issues in a knowledge base for tracking and reporting.

12. This position communicates with customers regarding call status and follow-up to assess customer satisfaction level.

13. Creating long- and short-term plans, including setting targets for milestones and adhering to deadlines.

14. Delegating tasks on the project to employees best positioned to complete them.

15. Making effective decisions when presented with multiple options for how to progress with the project.

16. Serving as a point of contact for teams when multiple units are assigned to the same project to ensure team actions remain in synergy.

17. Communicating with executives or the board to keep the project aligned with their goals.

18. Performing quality control on the project throughout development to maintain the standards expected.

19. Adjusting schedules and targets on the project as needs or financing for the project change.

20. This position performs other duties as assigned.

KNOWLEDGE, SKILLS, EXPERIENCE:

This position requires an Associate's degree or equivalent 60 college credit hours. Two (2) years of current full-time office work experience is required. Basic knowledge of Windows operating systems and Microsoft Office applications is required. Experience answering telephones, communicating effectively with a diverse end-user population, and providing instructions to users is required. Project management support role. A criminal background check is required.

SUPERVISION OF OTHERS:

The Associate Help Desk Manager has no supervisory responsibilities.

SUPERVISION AND DIRECTION RECEIVED:

The Associate Help Desk Manager is responsible and accountable to the Help Desk Manager for fulfilling the objectives, standards, and duties listed in this document. Guidance for the performance of duties outline in this job description comes from the

policies and regulations of the college and any other applicable federal, state, and local statutes, ordinances, codes, rules, regulations, or directives.

EQUIPMENT USED:

This position will require the use of a personal computer workstation running in a Microsoft Windows environment, printer, photocopies, facsimile, scanner, calculator, phone, and other general office equipment.

CONTACTS:

The external contacts for this position may have occasional contact with the community, local and state agencies.

The internal contacts for this position include administrators, faculty, staff, and students.

COMPLEXITY/EFFORT:

This position requires attention to detail and a working knowledge of general office procedures and practices and the ability to articulate established guidelines for students, faculty, and staff. The successful candidate will be able to utilize computer technology to access data, maintain records, generate reports, and communicate with others. Problems are routine in nature, resolutions are found in knowledge gained from practical experience. Effective, cooperative relationships exist with the Help Desk/Training Coordinator and Information Technology staff. Confidential aspects of the position must be strictly maintained. Functioning in the role is related to college goals and mission statement.

WORKING CONDITIONS:

Work in this position is performed in an office environment readily accessible to the general public. The job involves heavy interaction with the students, staff, and faculty. There will be normal exposure to natural atmospheric conditions such as dirt, and dust, etc. A minimal exposure to hazardous situations may exist. This position requires work characteristics supportive of collaborative work efforts in a collegial atmosphere. The Help Desk Technician hours may include evenings, weekends, and holidays as needed.

LAST MODIFIED: October 6, 2022

Employee's Signature	Date

Supervisor's Signature	Date

Initials