Exhibit IIIC.1
Org Chart and
Job Descriptions

SJVC
A PRIVATE JUNIOR COLLEGE

Chief Financial Officer
Russ Lebo

Director of Information Management
Adam Lefaive

Director of Network Operations
David Mendes

Database Administrator
Elvis Vang

Sr. Developer & System Engineer
Gerardo Gonzalez, Jr.

Sr. Network Architect
Eric Carlson

Help Desk Specialist
Travis Boggs

Database Administrator
Frank Jara

System Integration Specialist
Armando Fernandez DeSantiago

Regional Campus Network Administrators (3)

Help Desk Specialist
Shane McCoy

LMS Administrator
Carlos Silveira

Applications Support Analyst
Jamie Pitts

Technical Support Administrator

Institutional Research Analyst
Michael Gonzalez, Jr.

Leadership Position

Management Position

Supervisory Position

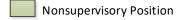Nonsupervisory Position

Job Title: Chief Financial Officer
Department: Accounting
Reports To: Board of Directors
Classification: Full-time, Exempt

Summary: The Chief Financial Officer creates systems, reporting formats, policies and procedures related to budgeting and the financial process; ensures that all elements of the financial system are accurate, efficient and in accordance with professional accounting practices and governmental regulations.

Essential Duties and Responsibilities:

- Directs accounting activities including the maintenance of the general ledgers, analysis of computer data and review of payroll
- Prepares governmentally mandated reports
- Maintains internal audit control systems
- Administers the cash management program
- Maintains, administers and evaluates benefit programs including health plan, 125 plan and 401k plan
- Trains new campus directors the budget preparation procedures and practices
- Assists in answering any and all questions related to finance
- Supervises accounting, facilities and MIS staff
- Performs other duties as assigned

Supervisory Responsibilities: Manages three subordinate supervisors who supervise a total of 12 employees in the Accounting Department, Facilities Department and Information Systems Department. Is responsible for the overall direction, coordination, and evaluation of these units. Also directly supervises one non-supervisory employee. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Core Competencies

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.
Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organizational Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Job Competencies

Deploy and Align – Translates company strategies and objectives into concrete performance and improvement goals for the function, department or unit and actively participates in reviews and discussions to assure plans and progress have the needed business impact.

Develop Strategy – Grasps the demands and threats that conditions and trends in the environment create for the company and responds by focusing the function, department or unit on the critical few improvements in performance and capability needed for long-term success. Considers the needs and objectives of the business as a whole and is able to focus on priorities beyond his or her own or those of the immediate group.

Facilitate and Influence – Takes leadership in the organization when appropriate by engaging others in sound processes for thinking through problems and issues and by advocating consistency with company values and policies in decision making and relationships.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Bachelor's degree (B.A.) from four-year college or university; or 5 years related experience and/or training; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access and Outlook; networking and systems engineering, and master proprietary software used in student and employee records.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk.   The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl.   The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Job Title: Director of Information Management
Department: Information Systems
Reports To: Chief Financial Officer
Classification: Full-time, Exempt

Summary: The Director of Information Management plans, coordinates, controls, supervises and provides services relating to software application architecture and data systems design.

Essential Duties and Responsibilities:
NOTE: Candidate may be asked to perform job-related tasks other than those specifically stated in this description. The duties and responsibilities are carried out in a manner that is consistent with the mission, values and operating principles of San Joaquin Valley College.

- Understand latest technology, solutions, and industry trends
- Recommend changes or solutions for improving how the organization utilizes technology and data
- Gather and organize requirements for implementing changes and new solutions
- Translate requirements into designs and project plans
- Organize and manage development and implementation efforts
- Creates, maintains, collects, protects and reports data in student records and business records
- Establishes and maintains production schedules
- Reviews proposals
- Develop and maintain schema change management processes for production, development, and test environments

Supervisory Responsibilities: Manages 6 subordinate employees in the Information Systems Department. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
Technical Skills   -Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
Customer Service – Manages difficult or emotional employee or student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; present numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Visionary Leadership – Inspires respect and trust.

Change Management – Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Leadership – Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others.

Business Acumen – Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.

Cost Consciousness – Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Strategic Thinking – Develops strategies to achieve organizational goals; understands organization's strengths and weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follow instructions, responds to Board of Directors' direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person of an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Bachelor's degree (B.A.) from four-year college or university; or 5 years related experience and/or training; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access, and Outlook; have the ability to master proprietary software used in student and employee records and have the knowledge and ability to engineer and network proprietary software and equipment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.

San Joaquin Valley College
Job Description

Job Title: Database Administrator
Department: Information Systems
Reports To: Director of Information Management
Classification: Full-time, Non-Exempt

Summary: Under the supervision of the Director of Information Management, the candidate will perform a variety of duties associated to maintaining proper working-order of and communication between all SJVC databases. Candidate will directly contribute to business intelligence efforts at the College.

Essential Duties and Responsibilities:
NOTE: Candidate may be asked to perform job-related tasks other than those specifically stated in this description. The duties and responsibilities are carried out in a manner that is consistent with the mission, values and operating principles of San Joaquin Valley College.

Production Database Administrator

- Ensure data integrity
- Ensure high data availability
- Ensure security and document security best practices
- Plan and test disaster recovery scenarios
- Tune performance of databases and queries
- Recommend and size out new hardware or upgrades
- Develop and maintain schema change management processes for production, development, and test environments

Developer

- Develop complex SQL stored procedures, triggers and views
- Develop scripts to automate routine processes
- Extract, load, and join data from multiple databases
- Develop data mining, data mart, and data warehouse solutions

Business Intelligence

- Transform raw data into digestible reports
- Create reports, dashboards, and scorecards using Microsoft BI Technologies including Reporting Services, PerformancePoint, PowerPivot, and PowerView

- Performs other duties as assigned.

- **Supervisory Responsibilities**: This position has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Technical Skills   -Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; present numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.   The requirements listed below are representative of the knowledge, skill and/or ability required.   Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Bachelor's degree (B.A.) from four-year college or university; or 5 years related experience and/or training; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access, and Outlook; have the ability to master proprietary software used in student and employee records and have the knowledge and ability to engineer and network proprietary software and equipment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.

Job Title: LMS Administrator
Campus: Corporate
Department: Information Services
Reports To: Director of Information Management
Classification: Full-Time, Non-exempt

Summary: Under the supervision and direction of the Director of Information Management, the LMS Administrator is responsible for providing technical administrative functions within the Learning Management System, including permission role setup, user account management, course management, term management. The LMS Administrator is required to resolve support requests submitted via email, remote support request, or telephone and track open requests until resolved. The LMS Administrator will coordinate product upgrades with the vendor and submit vendor support requests for identified product defects.

Essential Duties and Responsibilities:
- Manage global setup functions within the LMS such as permissions roles and configuration options
- Monitor user account management and work with the Database Administrator to ensure streamlined account creation processes
- Monitor course creation and work with the Database Administrator to ensure streamlined course creation processes
- Work with the LMS vendor to schedule and complete product upgrades
- Provide technical assistance to students and faculty
- Resolve incoming requests to the Help Desk via telephone and email to ensure courteous, timely, and effective resolution of end user issues
- Identify, recommend, and create tutorials for end users to increase knowledge of LMS functionality and abilities
- Monitor logs for problems, research, and forward to appropriate administrator
- Perform other duties as assigned

Supervisory Responsibilities: This position has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:
Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
Information Security- Follows industry standard information security practices.
Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
Customer Service – Manages difficult or emotional employee or student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; responds to requests for service and assistance; meets commitments.
Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; present numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Judgment – Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in a timely manner; strives to increase productivity; works quickly.

Safety and Physical Security– Observes safety and physical security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follow instructions, take responsibility for own actions; keep commitments; commit to long hours of work when necessary to reach goals; complete tasks on time or notifies appropriate person of an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associate's degree with two years related experience; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical

situations.

<u>Reasoning Ability</u> – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

<u>Computer/Network Skills</u> – To perform this job successfully an individual should have knowledge of the Microsoft Office Suite, application software approved for users, understand and follow information security practices.

<u>Other Qualifications</u> – Certifications may include A+, Network+, and Microsoft.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk; use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to climb or balance and stoop, kneel, crouch or crawl. The employee may be required to sit for an extended period of time. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Additional working hours may be required.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is occasionally elevated but usually moderate.

San Joaquin Valley College
Job Description

Job Title: Senior Developer & Systems Engineer
Department: Information Systems
Reports To: Director of Information Management
Classification: Full-time, Non-Exempt

Summary: Under the supervision of the Director of Information Management, the employee will perform a variety of duties necessary to implement and maintain SJVC's business application platforms.

Essential Duties and Responsibilities:
NOTE: Employee may be asked to perform job-related tasks other than those specifically stated in this description. The duties and responsibilities are carried out in a manner that is consistent with the mission, values and operating principles of San Joaquin Valley College.

SharePoint Administration

- Lead resource for the configuration and administration of the SharePoint Portal
- Identifies, researches, recommends, installs and configures the portal components necessary to operate a state-of-the-art higher education portal environment.
- Acts as liaison between end-user and content expert [policymaker]; participates in policy discussions to advise on Portal capabilities (documents, announcements, threaded discussions)
- Trains designates from Departments, Faculty and Students on portal personalization, content management and the use and configuration of collaboration applications
- Monitors SJVC Request Tracker and responds to end-user support issues;
- Participate with development of project monitoring platform (installation & set-up, policies & procedures, training)
- Develop custom SharePoint solutions as necessary

Solutions Developer

- Recommend changes or solutions for improving how the organization utilizes technology and data
- Gather and organize requirements for implementing changes and new solutions
- Develop applications using .NET technologies and other frameworks
- Develops automated methods of collecting and distributing business process information such as eForms, workflows, and surveys

Systems Engineer

- Administers and maintains multiple platforms, services, and resources across the network
- Lead resource for the configuration and administration of the Exchange email environment
- Manages server resources and virtual machine architecture to ensure high availability and stability

Supervisory Responsibilities: This position has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Core Competencies:

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Job Competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Technical Skills -Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Bachelor's degree (B.A.) from four-year college or university; or 5 years related experience and/or training; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access, and Outlook; have the ability to master proprietary software used in student

and employee records and have the knowledge and ability to engineer and network proprietary software and equipment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.

Job Title: Systems Integration Specialist
Department: Information Systems
Reports To: Director of Information Management
Classification: Full-time, Non-Exempt

Summary: Under the supervision of the Director of Information Management, the employee will develop system integration programming to assist with a cohesive data architecture. The employee will develop inbound and outbound API data transfers and utilize queries to analyze that data. The employee will assist in the implementation of federated identity at the organization through the develop of Single-Sign-On solutions to third party platforms. The employee will assist with the development of internal custom business processes.

Essential Duties and Responsibilities:

- Develops programming solutions to retrieve data from third party platforms
- Writes queries to analyze SJVC data
- Develops programming solutions to transmit data to third party platforms
- Develops Single-Sign-On solutions
- Assists in the development and implementation of federated identity within the SJVC infrastructure
- Develops proactive alerts for business applications and data
- Assists stakeholders with support for internal and third party platforms
- Develops custom business applications

NOTE: Employee may be asked to perform job-related tasks other than those specifically stated in this description. The duties and responsibilities are carried out in a manner that is consistent with the mission, values and operating principles of San Joaquin Valley College.

Supervisory Responsibilities: This position has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Core Competencies:

Integrity – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.
Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.
Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible

manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Job Competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Technical Skills -Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Bachelor's degree (B.A.) in statistics, mathematics, economics or social/educational research from four-year accredited college or university; 3 - 5 years related research and or analysis experience and/or training; or equivalent combination of education and experience commensurate with the requirements of this position.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors; excellent interpersonal, analytical, and communication skills are critical

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access, and Outlook; have the ability to master proprietary software used in student and employee records and have the knowledge and ability to engineer and network proprietary software and equipment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.

Job Title: Applications Support Analyst
Department: Information Systems
Reports To: Director of Information Management
Classification: Full-time, Non-Exempt

Summary: Under the supervision of the Director of Information Management, the employee will perform a variety of duties, not limited to, but including development of training materials and documents, providing technical support, conducting training at all locations and communicates policy and procedures related to information systems applications. Encourages the use of SJVC technology platforms to fulfill College goals and objectives. The employee will act as expert consultant for internal stakeholders on SJVC technology platforms including O365, Business Intelligence offerings, SharePoint Portal (InfoZone), Learning Management System, and other line of business applications. The employee will assist with the development, refinement, and implementation of business applications.

Essential Duties and Responsibilities:
NOTE: Employee may be asked to perform job-related tasks other than those specifically stated in this description. The duties and responsibilities are carried out in a manner that is consistent with the mission, values and operating principles of San Joaquin Valley College.

- Provides advanced, remedial and new end-user training at all locations
- Acts as liaison between end-user and content expert [policymaker]; participates in policy discussions to advise on technological platform capabilities.
- Provides technical support for content expert on platform capabilities
- Develops training videos and documentation
- Monitors SJVC Request Tracker and responds to end-user support issues;
- Develops dashboards, reports, and websites in alignment with SJVC Business Intelligence intitiatives
- Assists with the development and implementation of in-house developed applications
- Assists in maintaining, creating and refining permission groups,.
- Participates in training on O365 and related MS Office applications - Live, Online, or Text
- Develops application functionality and procedure improvements including automation of manual processes and implementation of proactive monitoring.

- Performs other duties as assigned.

Supervisory Responsibilities: This position has no supervisory responsibilities.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Core Competencies

Integrity: Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

Professionalism: Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Adaptability: Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organization Support: Follows policies and procedures; completes projects and tasks correctly and on time; supports organization's goals and values.

Communication: Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Job Competencies

Analytical: Synthesizes complex or diverse information; uses intuition and experience to complement data.

Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops Exceeds Expectation alternative solutions; works well in group problem solving situations; uses reason, even when dealing with emotional topics.

Technical Job Skills: Possesses sufficient job skills and knowledge to perform the job in a competent manner; is able to demonstrate skills and knowledge in day-to-day situations.

Teamwork: Contributes to building a positive team spirit; willing to provide help when needed; committed to accomplishing the College's goals and objectives.

Education and/or Experience – Bachelor's degree (B.A.) from four-year college or university; or 5 years related experience and/or training; or equivalent combination of education and experience.
Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access, and Outlook; have the ability to master proprietary software used in student and employee records and have the knowledge and ability to engineer and network proprietary software and equipment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.

Job Title: Institutional Research Analyst
Department: Information Systems
Reports To: Director of Information Management
Classification: Full-time, Non-Exempt

Summary: Provides leadership and performs all necessary functions related to the collection, interpretation, and use of institutional data for planning, assessment, and decision making. Facilitates access to information maintained in the college's administrative/student information system to support college operations and monitor <u>key</u> institutional indicators, ensuring the integrity of data/information released in reports or studies, and providing data analysis, reporting, or research as needed to support institutional objectives.

Essential Duties and Responsibilities:

- Establishes, administers, and coordinates the college's institutional research activities including collecting, analyzing, interpreting, and reporting information on the characteristics of the <u>College</u> for use in decision making.
- Creates and presents dynamic reports and data sets, including descriptions of analytical methods used and narrative of findings
- Utilize <u>accurate</u> statistical procedures and sampling techniques to ensure high levels of confidence and reliability in all areas of reporting. Recommends changes to the report development team to improve the effectiveness of reports.
- Collect and interpret statistical data regarding enrollment, matriculation, assessment, evaluation, demographics, student outcomes, and other related strategic and operational measures.
- Coordinate with stakeholders and administer development and reporting of internal and external surveys
- Prepare reports for college personnel and state/federal agencies to fulfill compliance regulations and requirements. Monitors the overall integrity of data, complying with state and federal requirements.

NOTE: Employee may be asked to perform job-related tasks other than those <u>specifically</u> stated in this description. The duties and responsibilities are carried out in a manner that is consistent with the mission, values and operating principles of San Joaquin Valley College.

Supervisory Responsibilities: This position has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following <u>competencies</u>:

Core Competencies:

<u>Integrity</u> – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.
<u>Professionalism</u> – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organization Support – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Job Competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Technical Skills -Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Bachelor's degree (B.A.) in statistics, mathematics, economics or social/educational research from four-year accredited college or university; 3 - 5 years related research and or analysis experience and/or training; or equivalent combination of education and experience commensurate with the requirements of this position.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors; excellent interpersonal, analytical, and communication skills are critical

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access, and Outlook; have the ability to master proprietary software used in student and employee records and have the knowledge and ability to engineer and network proprietary software and equipment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.

Job Title: **Director of Network Operations**
Department: **Information Systems**
Reports To: **Chief Financial Officer**
Classification: **Full-time, Exempt**

Summary: Under the supervision of the Chief Financial Officer, the candidate will perform a variety of duties, not limited to, but including management of the day to day operations of the SJVC computer networks and support services of the SJVC Information Services Department. This is to be accomplished by reacting according to established procedures and personal judgment. A primary area of responsibility for this position includes the direct supervision of personnel in the Network Administration and Help Desk areas to insure professional delivery of information services customer support.

Essential Duties and Responsibilities:
NOTE: Candidate may be asked to perform job-related tasks other than those specifically stated in this description. The duties and responsibilities are carried out in a manner that is consistent with the mission, values and operating principles of San Joaquin Valley College.

- Directs WAN, WEB and Technical Support/Help Desk Operations.
- Monitors and triages SJVC Information Services customer support requests through the Request Tracker system and assigns resources to resolve those requests. Maintains a database of those requests for audit and reporting purposes.
- Develops and maintains Quality Assurance (QA) check-off lists for day to day operations, and standard installations. Maintains a database of completed QA lists for audit purposes.
- Develops, implements and monitors Network Security in accordance with Industry Best Practices.
- Develops and implements Network Service Delivery Standards and proactively reports to supervisor when delivery standards are in jeopardy.
- Escalates support and installation problems to appropriate software vendors and contractors.
- Monitors the backup of data and schedules regular tests to ensure data integrity.
- Develops and maintains the network routing and data line infrastructure. Updates and documents the network structure.
- Coordinates the installation of new systems and re-tasking of old systems, including hardware and software configurations
- Coordinates the education objectives with the Campus Directors, Deans and Faculty
- Coordinates the organizational objectives with the Directors and Administrative staff
- Works on special projects.
- Performs other duties as assigned.

Supervisory Responsibilities: Manages corporate Network Administrators, Web Master and campus based technicians. Is responsible for the overall direction, coordination, and evaluation of these units. Also directly supervises one non-supervisory employee. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Technical Skills -Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Customer Service – Manages difficult or emotional employee or student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; present numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Visionary Leadership – Inspires respect and trust.

Change Management – Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Delegation – Delegate work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.

Leadership – Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others.

Managing People – Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies employee and student feedback; fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills.

Business Acumen – Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.

Cost Consciousness – Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Strategic Thinking – Develops strategies to achieve organizational goals; understands organization's strengths and weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follow instructions, responds to Board of Directors' direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person of an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Bachelor's degree (B.A.) from four-year college or university; or 5 years related experience and/or training; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access, and Outlook; have the ability to master proprietary software used in student and employee records and have the knowledge and ability to engineer and network proprietary software and equipment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk.   The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.

Job Title: **Senior Network Architect**
Department: **Facilities**
Reports To: **Director of Network Operations**
Classification: **Full-time, Non-exempt**

Summary: Acting under the supervision of the Director of Network Operations, the Senior Network Architect is responsible for the technical lead in IP network planning, engineering and architecture.

Essential Duties and Responsibilities

- Provides technical lead in IP network planning, engineering and architecture
- Performs complex design, research and development of LAN/WAN solutions for the Enterprise/Campus networks including routers, site-to-site connectivity, remote access, data and voice convergence, video conferencing/instruction, wireless and Internet/Intranet access
- Leads Linux based Web server operations and deployment activities
- Leads DNS, Request Tracker and VMWare server operations and deployment activities
- Directs Campus Network Administrators activities for network configuration and operation including routing, switching, vlan, wireless equipment
- Provides high-level support and rapid resolution to network problems
- Performs other duties as assigned

Supervisory Responsibilities: This position has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
Information Security- Follows industry standard information security practices.
Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
Customer Service – Manages difficult or emotional employee or student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; responds to requests for service and assistance; meets commitments.
Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
Written Communication – Writes clearly and informatively; edits work for spelling and grammar; present numerical data effectively; able to read and interpret written information.
Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
Business Acumen – Understands business implications of decisions

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Cost Consciousness – Works within approved budget; develops and implements cost saving measures; conserves organizational resources.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Judgment – Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in a timely manner; strives to increase productivity; works quickly.

Safety and Physical Security– Observes safety and physical security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follow instructions, responds to Chief Financial Officer's, Director of Information Systems', and Network Operations – Customer Service Manager's direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person of an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associates degree (AA/AS) with a minimum of five years experience in planning, designing, implementation and support of a large scale network; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer/Network Skills – To perform this job successfully an individual should have knowledge of the Microsoft Office Suite, UNIX based applications, network console command line editors, network performance tools, back up tools, unique application software approved for users, understand and follow information security practices.

Other Qualifications – Certifications may include Microsoft, A+, UNIX/LINUX, and Information Security; strong knowledge of WAN topologies such as Frame Relay, T-1, T-3 and Sonet; strong knowledge of LAN/WAN protocols including IP, OSPF, BGD and Radius; strong knowledge of L2 technologies including VLANs, Access Control Lists, Spanning Tree, and 802.1q; ability to work either independently or as part of a group as necessary for the assigned task.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk; use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to climb or balance and stoop, kneel, crouch or crawl. The employee may be required to sit for an extended period of time. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is occasionally elevated but usually moderate.

Job Title: Regional Campus Network Administrator
Department: Information Services
Reports To: Director of Network Operations
Classification: Non-exempt

Summary: Acting under the direction of the Director of Network Operations, the Regional Campus Network Administrator is responsible for the operation, maintenance and repair of computing equipment and software on campuses within assigned territory.

Essential Duties and Responsibilities:

<u>Operation</u>
- Respond to and resolve software, hardware and printing trouble tickets
- Ensure timely response to requests and directives
- Maintain an inventory of spare parts and equipment
- Perform other duties as assigned

<u>Maintenance</u>
- Software installation/configuration on workstations
- Maintain an inventory of computing equipment at the campuses
- Facilitate the clean and orderly appearance of the labs

<u>Repair</u>
- Diagnose and resolve reports of hardware/software malfunctions
- Reinstall software on workstations as needed
- Replace damaged or failed computer components
- Report needed replacement of worn or outdated equipment

Supervisory Responsibilities: This position has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

<u>Core Competencies</u>

<u>Integrity</u> – Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.

<u>Professionalism</u> – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

<u>Adaptability</u> – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

<u>Organization Support</u> – Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication – Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Job Competencies

Analytical – Synthesizes complex or diverse information; uses intuition and experience to complement data.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason, even when dealing with emotional topics.

Technical Skills – Possesses sufficient job skills and knowledge to perform the job in a competent manner; is able to demonstrate skills and knowledge in day-to-day situations.

Teamwork - Contributes to building a positive team spirit; willing to provide help when needed; committed to accomplishing the College's goals and objectives.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associates degree (AA/AS) with two years related experience; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access and Outlook; and master proprietary software used in student and employee records.

Other Qualifications – Industry certifications

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk; use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to climb or balance and stoop, kneel, crouch or crawl. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is usually moderate.

Job Title: Help Desk Specialist
Department: Information Services
Reports To: Director of Network Operations
Classification: Full-Time, Non-exempt
Evaluation Form: ISS

Summary: Under the supervision and direction of the Director of Network Operations, the Help Desk Specialist will assist management and staff in the IS department with a variety of tasks related to end user issue support, ticket resolution, account setup and permissions, access rights, content development, and general administrative support. The Help Desk Specialist will provide first tier technical support regarding business portal and Learning Management System issues in support of both student, staff, and faculty.

Essential Duties and Responsibilities:

- Resolve incoming requests to the Help Desk via telephone, email, and remote support request to ensure courteous, timely, and effective resolution of end user issues
- Maintaining customer satisfaction in every step of the service delivery
- Troubleshoot applications to identify and correct malfunctions and other operational difficulties
- Identify and recommend tutorials for end users to increase computer literacy and self-sufficiency
- Identify, recommend and create self service materials such as help sheets, usage guides, and FAQ lists for end users
- Modify Active Directory accounts in support of student, staff, and faculty user administration issues
- Assist faculty and students with the eCourses Learning Mangement System (LMS)
- Access software updates, drivers, knowledge bases, and frequently asked question resources on the Internet to aid in problem resolution
- Adhere to the help desk training procedures and policies
- Perform other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Core Competencies
Integrity - Acts in a way that demonstrates personal integrity; serves as a positive example of why others should trust the motives of the organization; views self as a reflection of the organization by following through on commitments and accepting ownership of mistakes; leaves others with the clear impression that integrity is a core organization value.
Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
Adaptability – Adapts to changes in the work environment; manages competing demands; changes

approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Organization Support - Follows policies and procedures; completes projects and tasks correctly and on time; supports organizations goals and values.

Communication - Communicates effectively and appropriately; uses good judgment as to what to communicate to whom as well as the best way to get that accomplished; speaks in clear and credible manner, selecting the right tone for the situation and audience; listens to others and allows them to make their point.

Job Competencies

Technical Job Skills – Possesses sufficient job skills and knowledge to perform the job in a competent manner; is able to demonstrate skills and knowledge in day-to-day situations.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Planning – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets and meets goals and objectives.

Qualifications: The requirements listed below are representative of the knowledge, skill and/or ability required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associate's degree with two years related experience; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ration, and percent and to draw and interpret bar graphs.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, PowerPoint, Access and Outlook; and master proprietary software used in marketing and student records.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

San Joaquin Valley College
Job Description

Job Title: **Technical Support Administrator**
Campus: **Corporate**
Department: **Information Services**
Reports To: **Director of Network Operations**
Classification: **Full-Time, Non-exempt**

Summary: Under the supervision and direction of the Director of Network Operations, the Technical Support Administrator is responsible for providing technical support to students, faculty, and staff of the Online Campus. The Technical Support Administrator is required to resolve support requests submitted via email, instant messaging or telephone, monitor and track open help desk tickets until resolved, and create multimedia tutorials.

Essential Duties and Responsibilities:

- Provide technical assistance to students and faculty
- Resolve incoming requests to the Help Desk via telephone, email, and fax to the ensure courteous, timely, and effective resolution of end user issues using RequestTracker (RT)
- Identify, recommend, and create tutorials for end users to increase computer literacy and self-sufficiency
- Identify, recommend and create self service materials such as help sheets, usage guides, and FAQ lists for end users
- Assist faculty and students with the learning management system
- Assess software updates, drivers, knowledge bases, and frequently asked question resources on the internet to aid in problem resolution
- Adhere to the help desk training procedures and policies
- Replace damaged or defective computer components
- Monitor logs for problems, research, and forward to appropriate administrator
- Perform other duties as assigned

Supervisory Responsibilities: This position has no supervisory responsibilities.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Information Security- Follows industry standard information security practices.

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Customer Service – Manages difficult or emotional employee or student situations; responds promptly to employee and student needs; solicits employee and student feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; present numerical data effectively; able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; builds a diverse workforce.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Judgment – Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in a timely manner; strives to increase productivity; works quickly.

Safety and Physical Security– Observes safety and physical security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follow instructions, take responsibility for own actions; keep commitments; commit to long hours of work when necessary to reach goals; complete tasks on time or notifies appropriate person of an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associate's degree with two years related experience; or equivalent combination of education and experience.

Language Skills – Ability to read, analyze and interpret common technical journals, financial reports and legal documents; ability to respond to common inquiries or complaints from employees and students, regulatory agencies, or members of the business community; ability to write presentations and handbooks for publication that conform to prescribed style and format; ability to effectively present information to top management, employees, students and/or board of directors.

Mathematical Skills – Ability to work with mathematical concepts such as probability and statistical inference; ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions;

ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer/Network Skills – To perform this job successfully an individual should have knowledge of the Microsoft Office Suite, application software approved for users, understand and follow information security practices.

Other Qualifications – Certifications may include A+, Network+, and Microsoft.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk; use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to climb or balance and stoop, kneel, crouch or crawl. The employee may be required to sit for an extended period of time. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Additional working hours may be required.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to risk of electrical shock. The employee is occasionally exposed to high, precarious places. The noise level in the work environment is occasionally elevated but usually moderate.