



Job Description

Job Title: Senior Coordinator of Information Technology Client Relations **JTC: TID**

Salary Range: N06 **FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Develops, implements, and leads the district's information technology relationship management activities in support of its administrative and instructional processes. Coordinates information development and dissemination through available media, methods, and channels such as print, e-mail, and web technologies. Manages the handling of escalated customer issues relating to technology and its application to the activities of the district. Facilitates communication, cooperation, and customer service provided to technology clientele. Develops strategies for improving customer services relating to technology services. Maintains advanced working knowledge of District's organizational structure, functions, policies and procedures relating to technology. Exercises a high degree of independent judgment, tact, and discretion. Serves as the content gatherer and coordinator of the District Information Technology Support & Information Intranet site.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Demonstrated ability to assess customer needs and problems, obtain information and communicate in a clear, logical, and professional manner, both orally and in writing. Demonstrated ability to utilize computer technology to access data, maintain records, generate reports, and communicate with others. Advanced knowledge of desktop software and ability to navigate through the Internet and web-based applications. Demonstrated ability to interpret and apply administrative and department policies, regulations and rules. Demonstrated ability to understand and follow complex oral and written instructions. Demonstrated ability to make effective decisions requiring independent judgment. Demonstrated ability to keep complex records and prepare reports. Demonstrated ability to interact with a wide, diverse range of staff, students, and the community in situations requiring tact, diplomacy, and poise. Strong knowledge and experience providing effective customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree and three (3) years' of experience related to customer relations management and/or information technology. Official transcripts will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Leads investigation and identification of technology problem areas based on reports from customers; coordinates work with appropriate groups to initiate corrective action and achieve resolution.

Maintains feedback mechanisms and responses to questions and/or complaints.

Leads development and evolution of functionality, content, and appearance of District technology services and customer relationship management to enhance the end-user's experience with technology services.

Lead coordination between clientele and District staff regarding customer service issues. Leads production of plans and strategies for innovative, proactive development of technology relationship mechanisms.

Coordinates production of support content for the District's technology FAQ's, leading review and update efforts of this information on a constant basis. Directs the user-centered writing and delivery of District IT website pages' technology support content.

Coordinates communication between staff, key user liaisons, and/or upper management as required. Actively participates in designated committee(s) in order to ascertain new needs for revisions and/or create new written procedures based on committee input.

Directs the preparation and maintenance of periodic statistical reports related to system usage and clientele satisfaction. Must complete required DCCCD Professional Development training hours per academic year. Must have excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.