JOB DESCRIPTION

COCHISE COLLEGE

Position Title: Systems Programmer

Department: Technology Services

Employment Category: Administrative Support

Primary Location: District-wide;
    Based on the Sierra Vista Campus

FLSA Classification: Exempt
Remote Work Eligible: No

Parameters: Full-time; 12 months/year

Pay Grade: AS12

Position Summary: The Systems Programmer is responsible for managing and maintaining endpoint devices, related hardware and software and for providing system and application support of business operations and student learning and success.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:
Manages, maintains and supports endpoint devices, applications and related hardware and software

Creates, maintains and deploys images, application packages and task sequences using MS Config Manager(SCCM), Group policy and other packaging and deployment methods and applications

Assists with wired/wireless network monitoring, basic network configuration and setup, identification of networking issues and troubleshooting

Monitors emerging technology developments and identifies innovations to support the college endpoint and application environment

Assists with installations of network hardware, software, and telecommunications equipment

Prepares all elements of documentation and distributes them to stakeholders and outside groups as needed

Assists with basic network security administration; conducts periodic testing of related disaster recovery processes

Maintains technological expertise, keeping current with evolving network and software technologies

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:
Bachelor's Degree with major in Computer Science or related field from a regionally accredited institution of higher learning recognized by the US Department of Education.

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Three years' relevant application and/or operating system deployment experience
An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities has been achieved may be considered.

Knowledge, Skills and Abilities:
Knowledge of and ability to follow college policies and procedures
Knowledge of current information technologies including but not limited to word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications and Google Suite
Working knowledge of Imaging Technologies and applications including MS Config Manager (SCCM)
Working knowledge of Windows Server and Desktop operating systems
Knowledge of relevant current technology affecting assigned work
Working knowledge of and skill in basic network configuration and troubleshooting
Working knowledge of and skill in implementing network tools, network architecture.
Knowledge of and skill in implementing change management best practices
Knowledge and discipline to document technical configuration, and network structures in order to clearly and in detail define production environments
Skill communicating technical information to non-technical audiences both verbally and in writing
Skill in project management, time management, and initiation and execution of tasks
Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner
Ability to relate to a diverse population and to maintain composure when faced with difficult situations
Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail
Ability to work independently while contributing to team environment
Ability to analyze problems, identify solutions, and take appropriate action to resolve problems using independent judgment and decision-making processes
Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls. Travel is required.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem solving skills are important

Reports to: System Administrator

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.