



Job Title	Technology / Facility Coordinator at CUNY on the Concourse
PVN ID	LE-2406-006305
Category	Information Technology
Location	LEHMAN COLLEGE
Department	School of Continuing and Professional St
Status	Full Time
Annual Salary	\$55,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Sep 18, 2024 (Or Until Filled)

General Description

The School of Continuing and Professional Studies (SCPS) at Lehman College is seeking a full-time coordinator to support our CUNY on the Concourse (COTC) facility in the evenings and weekends. CUNY on the Concourse is a 26,000 sq foot facility that houses computer labs, high-flex classrooms, healthcare labs, testing center, and a small business incubator. This dual role involves maintenance of classroom technology, while providing general customer service to teachers, clients, and guests who use the facility. The Technology/Facility Coordinator will report to the CUNY on the Concourse Director and work closely with the COTC Facility Manager.

Other Duties

Technology Coordination:

- Provide technical support to staff, faculty, and students, including troubleshooting hardware, software, and network issues.
- Assist in the maintenance and monitoring of the IT infrastructure, including computers, printers, and network devices.
- Ensure the security and functionality of IT systems, performing regular updates and backups.
- Manage user accounts and access permissions, ensuring proper security protocols are followed.
- Collaborate with the Facility Manager and IT team to implement technology upgrades and improvements.
- Maintain accurate documentation of IT assets, configurations, and support requests.

Facility Coordination:

- Coordinate the use of the facility, ensuring clients, teachers, and administrators have the equipment, materials and layout required for classes, meetings, and special events held at COTC.

- Securing technology, equipment and space after facility usage, which includes updating inventory, registration system and alerting management to facility concerns and inventory needs.
- Assists the Test Center during testing sessions, which includes becoming certified by different agencies, preparing testing labs for next day assessment and meeting testing lab requirements.
- Support front-facing client interactions, including but not limited to greeting visitors, answering inquiries, and direct customer service.
- Maintain an organized and welcoming environment in common areas.
- Provide administrative support to school leaders and staff, ensuring smooth operation of the program.

Qualifications

- Bachelor's degree in a related field, or Associate's degree with 2 years relevant experience.
- Strong knowledge of IT systems, networks, and troubleshooting techniques.
- Proficiency with various operating systems (Windows, macOS) and software applications.
- Proven experience in facility coordination, office administration, or a similar role.
- Excellent organizational and multitasking skills.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.

Preferred Qualifications:

- Technology Certifications such as CompTIA A+, Network+, or equivalent.
- Experience in an educational or academic setting.
- Familiarity with CUNY systems and processes.

Work Schedule:

- Monday to Thursday ranging from 12 PM to 9:30 PM & Saturdays from 9 AM to 3 PM.