

The University of Akron  
**Classification Specification**

<b>Job Title:</b>	Coord vNOC	<b>Job Code:</b>	T43821
<b>Job Function:</b>	Staff	<b>Grade:</b>	219
<b>Job Family:</b>	Classified	<b>FLSA:</b>	Non-Exempt
<b>SOC Description:</b>	3000 Information Technology Division	<b>Date:</b>	1/1/04;7/11/01

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**Job Summary:**

Schedule distance learning events, monitor events status, and provide first line technical support for the distance learning operations.

**Essential Functions:**

30% Triage trouble calls between network staff, engineering staff, and vendors. Set up dial and network calls that cannot be automated. Analyze, evaluate and recommend changes and upgrades in scheduling and control systems.

25% Monitor schedule to insure each event is performed as scheduled.

15% Serve as first line of support for trouble calls.

15% Ensure "on time" room and performance schedule for all events.

10% Schedule distance learning events.

5% Visit remote sites to check on and maintain remote rooms' equipment and systems.

**Education:**

Requires a relevant Bachelor's Degree.

**Licenses/Certifications/Requirements:**

None.

**Experience:**

Requires a minimum of 2 years experience troubleshooting Windows, and Windows NT Workstation Server. Must understand the theory and concepts of client-server environments. Three months experience with computer networks such as IP or ATM and experience with electronic drafting tools to create network diagrams required.

**Leadership:**

Responsible for directing and monitoring the work of student and/or temporary workers.

**Physical Requirements:**

Job is physically comfortable; individual is normally seated and has discretion about walking, standing, etc. May occasionally lift very lightweight objects.

**Working Conditions:**

No major sources of working conditions discomfort, standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions, minor heating/cooling or ventilation problems, and/or up to 40% use of PC terminal.

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The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.