



NEW:  
07/01/2018

JOB TITLE:	COORDINATOR PARTS AND REPAIR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 6
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8153
BARGAINING UNIT:	CLAP

#### SCOPE OF RESPONSIBILITIES

Coordinates the day-to-day activities of the technology field operations team by ensuring adequate and timely availability of the necessary parts and other components. Works closely with the Infrastructure and Technology Support Services to ascertain repair and project needs, and leads procurement of necessary hardware/software and other components. Continuously reviews work tickets and projects to plan current and future repair/maintenance tasks and procures required components in a timely manner. Aids field service delivery operations to achieve cost efficiency in all aspects of service delivery. Ensures operational adherence to ITIL-based service management, policies, and procedures.

#### PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Coordinates the procurement of all components required for day-to-day technology field operations, projects, maintenance, and support

Manages day-to-day service delivery escalations related to parts and components to ensure all work is done in an efficient and timely manner, and is available on call 24x7. Maintains adequate parts and supply inventories by verifying inventory levels

Works closely with approved vendors and all stakeholders to address technology supply issues, component failures, recalls, warranty, returns, quality of work, and other related issues. Communicates effectively with management, team members and district stakeholders to ensure uninterrupted and superior technology service delivery.

Organizes and maintains technology component inventory by utilizing technology measures to forecast, track, and order components, and ensures compliance with established SLAs, district-wide technology architectural standards, hardware policies and procedures. Continuously reviews work tickets to ensure the timely availability of components to deliver prompt service to customers

Keeps abreast of emerging technologies to identify service trends, and works closely with other information technology teams to review, design, test, implement, and support innovative enterprise technology solutions

Works closely with management and the support teams to establish and implement best practices, and follows effective change management strategies. Interfaces with team members, approved vendors, and stake holders to schedule technology maintenance and repair initiatives

Utilizes effective communication skills to interact with internal clients and external stake holders at all levels to help resolve IT-related issues and provides answers in a timely manner

Works closely with the IT team management to design, track, and report key performance indicators

Mentors team members and stays current on certifications(s) by successfully completing updated certification exams

Performs other duties as assigned by supervisor

#### PHYSICAL DEMANDS

The work is performed while standing, walking and sitting. The work at times is sedentary. It routinely involves using computer software to assist with daily work. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull heavy weights. The work involves being exposed to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes, and gases.

#### MINIMUM QUALIFICATIONS

Associate's degree in computer science or related field and/or five (5) years of direct experience in technology field service delivery in an enterprise setting

In-depth knowledge of information technology support and technology service delivery. Proven ability to think independently and resolve technology field support issues and effective personnel resource management.

Excellent written and oral communication skills coupled with thorough knowledge of enterprise technology field services and project delivery. Operational knowledge of industry-standard hardware, software and networking technologies used in school district settings.

A current, relevant, and industry-recognized certification or ability to complete department-designated and department-paid certification(s) within twelve (12) months of hire.

Effective communication skills

#### DESIRABLE QUALIFICATIONS

Bachelor's Degree

ITIL certification

PMP certification