JOB TITLE:	COORDINATOR PRODUCT INTEGRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8274
BARGAINING UNIT:	CLAP

REVISED: Submitted:

01/18/2025 12/17/2024

SCOPE OF RESPONSIBILITIES

Provides all students, teachers and District personnel seamless and secure access to educational software. Assists with implementation of Districtwide technology projects and all aspects of software integration. Provides administration, deployment and support for systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Works in conjunction with the Platform & Systems Specialist to ensure day-to-day progress on Districtwide projects

Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others

Monitors project sites to ensure projects are completed according to schedule

May serves as liaison between students, staff, schools and Technology division on projects

Ensures compliance with local, state and federal regulations and procedures related to student information privacy and security

Provides on-site support to end users if needed

Test enterprise hardware and system changes before deployment to ensure security best practices; promptly document and disseminate findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing

Provides technical recommendations based on needs analyses of project requirements, business operations, employment practices, instructional practices and technical skills

Helps ensures software vendors have necessary documentation on file regarding student information privacy and security

Participate in projects, upgrades, outages and be available to assist after hours as needed by the team

Performs other duties as assigned by supervisor

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS
High school diploma or G.E.D.
Three (3) years of technical training/experience
Three (3) years of experience in computer operations
Understanding of networking architecture and state statutes regarding student information privacy and security
Effective communication skills

DESIRABLE QUALIFICATIONS
Bachelor's degree, or above in Computer Science
Experience in documenting/ensuring student information privacy and security
Experience in a diverse workplace