



NEW: Submitted:
07/01/2019 06/11/2019

JOB TITLE:	COORDINATOR SERVICE DELIVERY
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8168
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Coordinates the day-to-day activities of the technology field operations to provide operational support for technology used in the District. Works closely with the Infrastructure and Technology Support Services to deliver timely support services. Reviews work tickets to plan, recommend, and operationalize field operations resources to achieve operational efficiency in all aspects of service delivery and to promote cross-training of staff. Ensures operational adherence to ITIL-based service management, policies, and procedures.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Coordinates all activities concerning field operations in the areas of technology projects, maintenance, and support
- Manages day-to-day service delivery escalations; ensures all work is done in an efficient and timely manner, and is available on call 24 hours a day, seven days a week
- Designs and implements best practices, standards, and operational guidelines for providing optimum service delivery of all technology support services
- Ensures compliance with established Service Level Agreements, district-wide technology architectural standards, hardware policies and procedures
- Identifies and executes continual service improvement initiatives and liaises with project teams to ensure operational readiness of all IT projects
- 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
- 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 management team to design, track, and report key performance indicators
- Mentors team members and stays current on certifications(s) by successfully completing updated certification exams
- Recommends and implements cost efficient measures to increase operational efficiencies
- Performs other duties as assigned by the designated supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline

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

Experience in a diverse workplace