



NEW: 07/01/2019
Submitted: 05/14/2019

JOB TITLE:	COORDINATOR TECHNOLOGY SUPPORT
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IA, GRADE 15
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8187
BARGAINING UNIT:	CLAB

SCOPE OF RESPONSIBILITIES

Leads, coordinates, and assists the Technology Customer Support Team. Provides technical consultation, training and support to ensure that exceptional customer support is provided to all customers.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Leads staff in the performance of assigned duties and works closely with the Manager Technology and Integration Support Services to implement measures to advance the service quality as well as to gather key metrics to measure performance of the technology support group

Verifies the accuracy and completeness of work performed by assigned staff and effectively communicates ideas of improvement to management in a pro-active manner

Represents the technology customer support team to other teams and business owners, works cooperatively with peers to deliver excellent customer service

Resolves the customer's issue and diligently engages in self-directed research and in-depth troubleshooting to resolve technical issues; works closely with other customer support team members and engages other technical service groups when necessary

Coordinates communication with schools and vendors to make sure devices are serviced quickly and inventory at schools is accurate

Coordinates the student technology apprentices as they deliver excellent customer service

Creates a positive team environment and empowers staff to perform at their best

Maintains accurate and updated records of the customer problem and resolution information in the ticketing system; closes the tickets with resolution entered upon completion of the job and verification that the suggested solutions effectively resolves the issue

Evaluates staff as assigned

Performs other duties as assigned by supervisor

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

PHYSICAL DEMANDS

The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D

Five (5) years of experience with current desktop operating systems with at least two (2) years in a customer service or service desk setting

Extensive application support experience coupled with advanced computer hardware and software troubleshooting experience

Valid driver's license

Effective communication skills

DESIRABLE QUALIFICATIONS

Associates Degree

Experience in managing a successful team of technical support personnel and the ability to effectively prioritize and execute tasks in a high-pressure environment
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Project management experience

Experience in a diverse workplace
