



REVISED: 01/18/2025  
Submitted: 12/17/2024

JOB TITLE:	SUPPORT COORDINATOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	: II, GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8187
BARGAINING UNIT:	CLAP

#### 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

Coordinates after hours support plans and processes in collaboration with other Technology leaders and is available for support after hours if needed

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

Evaluate staff as assigned

Perform other duties as assigned by supervisor

Complete 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
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
Project management experience
Experience in a diverse workplace