



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

JOB TITLE:	COORDINATOR TECHNICAL SERVICES
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IB/ GRADE 13
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8564
BARGAINING UNIT:	CLAE

SCOPE OF RESPONSIBILITIES

Provides hands-on technical support services for the District's technology implementations. Analyzes, researches, resolves, and documents everyday operational issues with district systems. Provides world-class technical assistance with professionalism and courtesy to all district users and stakeholders and communicates professionally with all stakeholders. Reviews, recommends, and improves technical service processes and techniques, to management and other team members.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Works directly with customers to provide exceptional customer service in person, via the phone, and email as needed, and provides prompt and courteous technical services to troubleshoot and resolve hardware, software, and other system issues

Investigates, conducts root-cause analysis, diagnoses, repairs, updates, documents, tests, and resolves problems related to District technology and systems. Employs pro-active strategies and industry-standard best practices to prevent problems and enhance the availability, reliability, and security of all district technology and systems

Collects detailed information about the issue to categorize the request and determine the method of resolution. Documents details of the resolution and diagnosis in the ticketing system

Uses effective time management to resolve issues on time to ensure customer satisfaction, eliminate downtime, and prevent cost overruns; organizes service tools and associated components to achieve accurate inventory and to maintain peak operational efficiency of all aspects of service delivery

Responds promptly to service issues/requests and communicates professionally and effectively with users, stakeholders, and management on the status of the issues and their resolutions; educates end users regarding the best practices that promote information security

Develops, plans, tests, deploys and maintains new and existing technology and systems to promote operational efficiency and to enhance the availability of technology to staff and students throughout the District

Pursues process improvement opportunities. Stays current on industry-standard certification(s) by completing updated certification exam(s) and continuously improves technical and interpersonal skills

Implements and follows established procedures, standards, SLAs, and policies to meet the client, management, and district objectives; works cooperatively across teams to promote a positive work culture

Demonstrates commitment to excellence and quality of service by constantly engaging with customers and the management to solicit feedback and improve on the services performed

Stays current with required trainings which may include out of town travel

Performs other duties as assigned by 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 or sitting. The work at times requires bending, squatting, crawling, climbing and reaching with the ability to lift, carry, push, or pull medium 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 and Electronics or a related field and/or four (4) years of direct experience maintaining and supporting school technology and systems
In-depth knowledge of hardware and software troubleshooting, coupled with hands-on servicing of technology systems typically found in K-12 organizations
Excellent written and oral communication skills coupled with a strong understanding of network and communication system protocols and standards
Ability to work with and independently of others, with or without supervision
A current, relevant, and industry-recognized certification, or the ability to complete department-designated and department-paid certification(s) within twelve (12) months of hire
A valid driver's license
Effective communication skills

DESIRABLE QUALIFICATIONS
Bachelor's Degree
Hardware manufacturer certification(s)
Project management experience
Experience in a diverse workplace