



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

JOB TITLE:	LIAISON IT3 PROJECT MANAGEMENT
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GR 7
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8534
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Performs cross-departmental project visioning and implementation. Develops and implements customer service strategy for IT3. Ensures JCPS Google Domain maintains best practice standards as a G Suite For Education primary administrator. Partners with IT3 Technical Liaison on district/school level support.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Supports IT3 Technical Support Liaisons with project implementation

Conducts school site visits with IT3 Technical Support Liaisons on a routine and recurring basis to provide assistance and obtains feedback

Works with IT3 Technical Support Liaisons to coordinate technical problem resolution between the local school District, partner/vendor community and the appropriate technology department teams

Leads JCPS Digital Backpack technical support strategy

Serves as the primary JCPS Google Domain Super Administrator

Initiates training opportunities for Technology Department staff regarding Google EDU support and administration

Explores new resources and technologies for the streamlining and automation of digital initiatives and device management

Meets with school-level and district-level personnel as requested by district leadership to provide thought leadership on technology issues and assist with technology discussions

Facilitates partnerships between regional K-12 technology organizations

Ensures customer service needs are being met and helps establish customer service support strategy

Serves as customer support training specialist for all units within Technology Division

Performs other duties 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 at times requires bending, squatting, crawling, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires the use of hands for simple grasping and fine manipulations. The work requires activities involving driving automobile equipment.

MINIMUM QUALIFICATIONS

Bachelor's Degree and/or 5 years' experience in related field

Experience in K-12 educational setting.

G Suite Domain Administrator Certification

Effective communication skills

DESIRABLE QUALIFICATIONS
Experience in employee supervision.
Industry certifications in multiple platforms
Experience in a diverse workplace