



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

JOB TITLE:	LIAISON IT3 PROJECT MANAGEMENT
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 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 strategies for JCPS systems. Ensures JCPS Google Domain maintains best practice standards as a G Suite For Education primary administrator. Partners with Technology colleagues on district/school level support. Provides administration, deployment and support for systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others

Works with Technology colleagues 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

Test enterprise hardware and system changes before deployment to ensure security best practices; promptly document and disseminate findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing

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

Helps establish customer service support strategy

Participate in projects, upgrades, outages and be available to assist after hours as needed by the team

Supports customer support training as needed within Technology Division

Performs other duties assigned by supervisor

Completes 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

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