



COORDINATOR, TECHNICAL SERVICES

GENERAL RESPONSIBILITIES

Under the leadership of the Director of Technology, this position is responsible for planning, designing, implementing, supporting, maintaining and coordinating the division's technical support services, information technology systems, and engineering operations. In addition, the position is responsible for providing training and oversight of the division's central office and school-based Technology Support Technicians.

ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Review, plan, and provide hands-on leadership in the management of all information technology systems and data centers in the school division.
- Manage school division technology systems and engineering services ensuring service-level-agreements are met for all customers.
- Plan systems implementation projects throughout the school division; provide overall coordination and project direction on major technical acquisitions, implementations and conversion efforts.
- Review technology operations within individual schools and departments and plan for upgrades/configuration changes.
- Evaluate technical support functions on a continuing basis; identify new methods, practices, and equipment; and recommend the implementation/purchase of such.
- Manage and oversee the use of the service desk application to monitor trends and ensure high quality customer service and documentation.
- Maintain records and prepare necessary statistics and reports related to the division's overall technical support operations.
- Develop and interpret policies and operating procedures for the school division's technical support staff.
- Direct and/or conduct division-wide information technology audits and inspections to observe activities and identify/review technical operations; recommend changes as necessary.
- Collaborate with building principals and department heads to coordinate technical support functions and determine needs.
- Ensure effective coordination between site-based and centralized technical support activities.
- Develop and administer training programs for technical support staff; work collaboratively to provide technical training to school division staff.
- Direct, develop, and evaluate the performance of assigned departmental personnel to ensure efficient and effective services including management of all end-user devices, data center operations, storage and server management, computer operations, and technical support.
- Research and prepare information needed for development of budget
- Assist with screening, interviewing and recommending qualified candidates for technical vacancies.
- Keep abreast of emerging trends in technology and apply new knowledge to job.
- Serve on committees and participate in meetings regarding long and short term technology planning.
- Perform related work as required.



KNOWLEDGE, SKILLS AND ABILITIES

Must have a thorough knowledge of the operation, uses and capabilities of computer, local area network, wide area network, data center and office technology equipment; thorough knowledge of the operation and basic care of computer and office automation systems; and a thorough knowledge of the methods and practices used in providing required control and security of all data input and output in the system. Must have the ability to develop procedures for the performance of all computer systems and network operations; ability to establish and maintain effective and cooperating working relationships with others; ability to read and comprehend complex technical material; ability to perform statistical analysis and provide recommendations; ability to prepare reports and communicate technical information effectively both orally and in writing. Must be able to demonstrate leadership and project management skills.

EDUCATION AND EXPERIENCE

Bachelors of Science Degree in related field and applicable information technology certifications required. Must have a minimum of eight (8) years of experience in information technology with at least four (4) years of hands-on experience and four (4) years of experience in an IT leadership role. Specific experience in data center operations, local, wide-area and wireless networking systems, desktop, laptop and mobile systems management, operating systems, training, systems integration, and program development, required.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

- ITIL Foundation Certificate in IT Service Management, preferred
- Possession of a valid driver's license