



Job Title: Coordinator of Campus
Technology Support

Wage/Hour Status: Exempt

Reports To: Assistant Superintendent of
Technology and Information Systems

Pay Grade:

Dept. /School: Technology Department

Date Revised: 02/09/2012

Primary Purpose:

To coordinate and ensure that adequate resources, including training, work space, documentation, hardware and software tools, are available to technical support staff in order for them to successfully perform their job duties/functions; serve as primary point of contact on Campus Technology Support Team for Instructional Technology Team.

Qualifications:

Education/Certification:

Bachelor's or Master's Degree in technology, education, or a related field

Special Knowledge/Skills:

Ability to work well with all levels of internal management and staff, as well as outside clients and vendors.

Good written and verbal skills.

Interpersonal skills using tact, patience and courtesy.

Demonstrated knowledge in desktop support, preferably in a school district setting; mastery of Windows operating systems and end user application software including installation and maintenance; experience in relevant hardware installation, maintenance and repair; demonstrated ability to troubleshoot technology problems.

Experience:

An equivalent of ten years of experience post-high school that can be met by one of the following:

- a. Ten years of full-time work experience in a computer or technology related position.
- b. An Associate's degree plus eight years of full-time work experience in a computer or technology related position.
- c. A Bachelor's degree from an accredited institution plus six years of full-time work experience in a computer or technology-related position.

Major Responsibilities and Duties:

1. Oversee district-wide support for information technology which includes,

but is not limited to, the evaluation, installation, maintenance, repair and upgrading of desktop operating systems, peripherals such as printers, scanners, handheld devices, and common application software.

2. Team tasks include creation and distribution of images *for* multiple desktop models, ensuring compliance with copyrights and software licensing requirements, arranging repairs covered by service contracts or on a time-and-materials basis and an occasional need to support highly specialized equipment and software.

3. Supervision of the campus support team who are charged with supporting various departments and campuses and project management of district-wide technology deployments and implementations.
4. Oversees the set-up, maintenance and management of instructional labs and meeting facilities (such as the Board Room and other administrative meeting areas).
5. Oversee the assessment of desktop systems in support of the computer replacement program and the deployment of new systems, including maintenance of records and inventory.
6. Provide direct training to technical support staff and an-ange for outside training when needed; encourages staff development and upgrade of skills.
7. Interaction and collaboration with technology vendors to determine best products for district needs.
8. Work with departmental and district personnel on special projects and events, for example, temporary set-up of computers and network access.
9. Demonstrate a commitment to technology in public education; a strong user orientation; the ability to guide, support, train, motivate and encourage the technical support staff.
10. Willingness and ability to communicate with non-technical staff, faculty and students.
11. Have a mastery of current desktop hardware, operating systems and software with a particular emphasis on district technologies and systems.
12. Ability to perform hands-on maintenance when necessary.
13. Possess high technology skills and decision making ability in situations related to these skills, and will serve as a resource person for the district.
14. Contribute to decisions on technology policies and technical standards and perform a range of work in development, programming, communications, technical support, or similar functions necessary for the optimal performance of and serviceability to the district'
15. Perform other job related duties as assigned.

Supervisory Responsibilities:

Technology Campus Support Teams

Equipment Used:

Various Technology Equipment

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Maintain emotional control under stress. Exerting 20 to 50 pounds occasionally. Frequent districtwide travel.

NOTE: The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, or skills that may be required.