

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

TECHNOLOGY SUPPORT COORDINATOR

SALARY SCHEDULE: [SSP-13] SSP-12

COST CENTER: INFORMATION SERVICES DEPARTMENT (9020)

QUALIFICATIONS:

- 1) Associate's Degree or Technical Institute degree/certifications in Information Systems, or other related field.
- 2) Minimum of five (5) years of IT work experience; preferably in coordinating team(s) responsible for desktop support, customer service and/or production support in multi-platform environments.
- 3) Proven ability to successfully assess and apply best practices and/or current technologies to enhance the attainment of the District's educational and technological objectives.
- 4) Proven ability to work in a participative, collaborative manner with School employees, Administration employees and external partners as appropriate in the development, support and implementation of technologies.
- 5) Demonstrated current knowledge of industry best practices, current and emerging technologies and a demonstrated ability to utilize that knowledge to propose to the leadership team strategic and tactical directions appropriate to the technologies under their direction.
- 6) Proven ability to execute and deliver technologies quickly and effectively.
- 7) [Bachelor's Degree in Information Systems, or other related field or, equivalent work experience four to seven years of IT work experience preferably in coordinating team(s) responsible for desktop support, customer service and/or production support in multi-platform environments.]

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the operation of computers and peripheral equipment related to assignments. Ability to plan, organize and prioritize activities related to assignments. Possess interpersonal skills and abilities. Possess effective decision-making and management skills. Knowledge of School Board rules and policies related to assignments. Ability to effectively communicate verbally and in writing.

REPORTS TO:

Manager Telecommunications and Networks

JOB GOAL

To provide leadership and technical expertise in the development and execution of strategic and tactical plans around the operations, daily planning, engineering, design and resource allocations for District and School technology support. To lead by example in all interpersonal and performance aspects of this role.

SUPERVISES:

N/A

TECHNOLOGY SUPPORT COORDINATOR (continued)**PERFORMANCE RESPONSIBILITIES:**

- * (1) Responsible for all operations, service levels and implementation of computers and networking equipment in support of schools and district in area of responsibility, and in line with objectives as set forth by the school board.
- * (2) Works collaboratively with School and District Administration, other Technology Support Coordinators and the Manager Networks and Telecommunications to develop, implement, and enforce standards, procedures and processes for service and delivery to schools and district locations.
- * (3) Plans and manages the support of new technologies, network performance, and reliability within their area of responsibility.
- * (4) Ensures service level agreements are followed by the team for which they are responsible.
- * (5) Oversees and coordinates the daily activities of their area of responsibility.
- * (6) Plans for resources, equipment arrangements for district and school locations within their area of responsibility.
- * (7) Ensures all incidents, work orders, and service requests are completed, documented, and communicated based on metrics outlined.
- * (8) Ensures all projects are implemented in a timely and professional manner.
- * (9) Manages project timelines so strategic milestones are achieved.
- * (10) Manages Service Level Agreement metrics between internal customers within his area of responsibility.
- * (11) Increases job knowledge through training opportunities and self study.
- * (12) Mentors and coaches staff member so each individual can achieve career development.
- * (13) Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate action.
- * (14) Work in collaboration with and in a professional relationship with School Principals and District Administrators.
- * (15) Perform other incidental Tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 12

*Essential Performance Responsibilities