

WINDSOR UNIFIED SCHOOL DISTRICT

JOB DESCRIPTION

TITLE: Technology Services Coordinator

DEFINITION:

Under the direction of the Director of Technology Services, the Technology Services Coordinator leads the customer service initiatives for all District technology systems including hardware, software and data communications. This position supports and coordinates the installation and implementation of various technology systems, and serves as a lead for all help desk projects and customer service needs.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

The following are typical duties and responsibilities for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed below.

- Provides an example of leadership and excellent customer service.
- Provides timely technical support to schools and district departments; coordinates IT support with technicians and specialist to ensure timely technical support.
- Assists with the diagnosis and repair of software-related problems such as operating system, productivity and/or curriculum-based software.
- Assists with the administration of user accounts and directory systems.
- Coordinates and manages state testing software use and compatibility with the network before release to school sites.
- Coordinates the development of the District's web site.
- Assists with the evaluation and recommendation of upgrade, replacement and new purchase of hardware and software when appropriate.
- Manages technology purchasing, shipping and receiving for school sites. Communicates with school sites and technology vendors to create quotes and requisitions.
- Maintains an inventory of supplies, equipment, tools and parts for maintenance.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS:

KNOWLEDGE OF:

- Various forms of electronic technology suitable for educational applications
 - Application of information management techniques in a school environment
 - Operational characteristics and requirements of personal computer systems, networks
- Technology Services Coordinator

- The use of a wide variety of computer systems and software and their application to District needs
- Basic computer functions
- Design and implementation of web-based applications

ABILITY TO:

- Lead a help desk support system and its technicians
- Assist in the development and implementation of the District's technology plan
- Conduct trainings on computer hardware, software and information technology applied to the educational environment and other District activities
- Analyze problems, identify solutions, project consequences of proposed actions, and implement recommendations
- Establish and maintain cooperative working relationships with those contacted in the course of work
- Read and understand technical manuals and reports
- Operate a variety of computer systems, networks, and application software
- Maintain confidentiality of school related information

EXPERIENCE AND EDUCATION:

EXPERIENCE:

- At least two years of experience in telecommunications, computer networks, help desk systems, internet, Windows systems, and/or Unix-based LANS

REQUIRED EDUCATION:

- High School graduate or equivalent
- At least four years of college and/or specialized training in telecommunications, computer and network information systems

PHYSICAL ACTIVITY REQUIREMENTS:

- Standing, walking, bending, stooping and/or climbing
- Daily lifting and carrying of heavy objects up to 45 lbs.

LICENSE:

- Possess and maintain a valid California Driver's License
- Possess and maintain a good driving record

DESIRABLE QUALIFICATIONS:

- A Bachelor's degree with a major in Information Management, Computer Science, Business Education Technology, or a related field
- Experience working in an educational organization.
- Ability to communicate in Spanish

Presented to Classification Committee: 1/17/2017 and 2/21/2017

First Reading: 6/7/17

Second Reading: 6/20/17

Board Approved: 6/20/17