| | | | |
|---|---|---|---|
| **TITLE:** | Coordinator, Technical Support | **REPORTS TO:** | Assigned Supervisor |
| **DEPARTMENT:** | Technology | **CLASSIFICATION:** | Classified Management |
| **FLSA:** | Exempt | **WORK YEAR:** | 12 Months |
| **BOARD APPROVAL:** **REVISED:** | June 24, 1997 September 15, 2020 | **SALARY:** | Range E1 / Tier IV Management Salary Schedule |

**SUMMARY DEFINITION:** Under general supervision this position leads major, complex technical support programs with considerable independence. Plans, organizes, directs, and supervises technical support activities, staff members, and contractors as assigned.

---

**REPRESENTATIVE DUTIES:** **Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but is intended to accurately reflect the principal job elements.**

---

**E= Essential Functions**

Plans, directs, organizes, coordinates, and supervises the activities of Technology technical support staff, other assigned Technology Department employees, and site technology staff as assigned. **E**

Manages Technology Department customer support functions, including use of outside vendors as necessary. **E**

Develops District standard for computer hardware software, and applications; assuring integrity of District classroom and administrative computer systems. **E**

Plans and coordinates training and workshops for district staff as needed. **E**

Directs and advises technical staff in assessing and evaluating system needs, provide focal point and central coordination for users in system problem-solving. **E**

Provides training to Technology staff and users; responds to technical hardware questions; prepares and presents in-service sessions for technical support; travels to user sites as necessary. **E**

Assesses the effectiveness of technical support provided to district and site users through formal meetings, district surveys, work orders systems statistics, and informal communications with users in group and one-on-one presentations. **E**

Works with site personnel and other users to schedule activities and assess systems and configurations. **E**

Installs networks and configures computer systems as needed. **E**

Determines resolution of users; technical problems; develops procedures that are compatible with District hardware and software standards; interfaces with Technology Department personnel. **E**

Evaluates assigned Technical Support staff. **E**

Maintains or seeks current information on resources relevant to the positions. **E**

Analyzes performance of Technical Support/Help Desk and develops support documentation to enhance quality of service and prevent future problems.  **E**

Plans, coordinates, and updates technical support system implementations, ensuring compliance with District Technology Plan and policies.  **E**

Works with District and Technical Support personnel to resolve conflicts.  **E**

Performs other duties as assigned.

## MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.  The qualifications listed in this document are the minimum qualifications required in order to successfully be considered and hired for the position.

## TRAINING, EDUCATION AND EXPERIENCE:
Any combination of experience and education equivalent to: graduation from an accredited two-year college or university with an emphasis in computer science or a related field; three years of experience in a technical support role in a large organization with heterogeneous systems and networks; and one year of experience in management, operations and employee supervision.

## LICENSES AND OTHER REQUIREMENTS:
Valid California Driver's License and the ability to transport self to any district location.

## KNOWLEDGE, SKILLS AND ABILITIES:  The requirements listed below are representative of the knowledge, skill and/or ability required.

## KNOWLEDGE OF:
Conflict resolution techniques.
General and detailed knowledge of technical support functions.
Hands-on technical expertise with current school district network operating system.
Troubleshooting and repair of operating systems including Windows, and Mac OS/ and mobile computing.
Desktop application software in a school or large corporate environment including Windows and Mac environments.
Network operating system hardware and software.
Capabilities, operation and utilization of computer systems, wired and wireless systems infrastructure, and related equipment maintenance.
Requirements and restrictions of networked operating systems.
Legal requirements, codes and guidelines related to assigned projects.
Principles and practices of training and providing work direction.
Project and program planning techniques, scheduling and control.
Systems and procedures analysis and development.
Hands-on technical expertise with computer and communications networks.

## ABILITY TO:
Meet District standards of professional attitude as outlined in Board Policy E-4219.21, Code of Ethics for Classified Employees.
Plan, direct, train, supervise, and evaluate the work of assigned staff.
Coordinate and direct meetings requiring the cooperation and participation of diverse staff members.
Analyze complex information needs and provide appropriate computer system applications.
Analyze and evaluate information processing problems, plans, procedures, and requirements.
Troubleshoot and solve problems quickly and accurately.
Lead major complex projects.
Work independently with minimal direction.

Perform software and systems analysis for cost efficient, auditable and secure systems.
Develop test techniques to test complex networked computer hardware and software.
Assist users in determining needs.
Establish and maintain effective working relationships with others.
Prioritize and schedule limited resources under pressure.

**LANGUAGE SKILLS:**
Ability to read, write and speak in English. Ability to read and interpret documents such as safety rules and regulations, operating and maintenance instructions and procedure manuals, including policies and procedures and equipment manuals; to write complex and detailed instructions, reports and correspondence; to speak effectively one-one and/or before internal and/or external groups.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** The physical demands and the work environment characteristics described here are representative of those that an employee encounters while performing the essential function of this job and must be met by the employee to successfully perform the essential function of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORKING CONDITIONS:**
Generally, works in an indoor environment. Some travel from worksite to worksite.

**PHYSICAL ABILITIES:**
Standing or sitting for extended periods of time; hearing and seeing to observe and respond to computer functions; hearing and speaking to exchange information; lifting moderately heavy objects; reaching overhead and above the shoulders to retrieve materials and supplies; kneeling or crouching to install computer software or peripheral equipment; bending at the waist; dexterity of hands and fingers to operate a computer keyboard.

**APPROVALS:**

_9-16-2020_
Date

**Keith Rogenski**
Assistant Superintendent, Human Resources

_9-16-2020_
Date

**John Malloy, Ed.D.**
Superintendent