

## **IT Systems Coordinator**

### **Purpose Statement**

The job of IT Systems Coordinator is done for the purpose/s of planning, implementing, directing and maintaining the district's application and use of technology within the curriculum and business applications; and evaluating and providing recommendations regarding complementing classroom instruction and business information systems with software applications and computer technology.

This job reports to Assistant Director for Core Technology

### **Essential Functions**

- Assess work order requests in adherence of policies and procedures of request handling for the purpose of completing assigned helpdesk tickets including ensuring courteous, timely, and effective resolutions to end-user issues.
- Collaborates with schools/departments and internal personnel (e.g. operations budget, appropriate technology scenarios for purchases, warranties repairs; contracts with vendors and contractors, etc.) for the purpose of ensuring effective fiscal practices and technology.
- Collaborates with internal and external personnel (e.g. supervisor, schools/departments, technicians, vendors, colleagues, Technology Department Team, stakeholders, etc.) for the purpose of training staff, solving current and recurring issues, preparing operations budget and service contracts, consulting on new project and initiatives and/or maintaining services and programs in an efficient and timely manner.
- Consults with schools/departments on projects and initiatives (e.g. researching, recommending, mentoring, etc.) for the purpose of implementing enterprise-level technology hardware systems and software services to ensure compatibility and consistency with current technology systems.
- Coordinates the implementation and maintenance of district printer hardware, network device and security configuration (e.g. implementing and monitoring print server infrastructure, print job submittal, software services, etc.) for the purpose of providing all necessary processes for effective, accurate, efficient technology services.
- Maintains appropriate focus on safety and security for data, property and people for the purpose of adhering to and enforcing established security protocols to protect the district's information systems and privileged data.
- Manages software and its procurement for enterprise-level deployment (e.g. testing new software, analyzing existing software, recommending choices for cost savings and efficiency, etc.) for the purpose of ensuring compatibility and software licensing compliance.
- Monitors fund balances of assigned programs and related financial activity for the purpose of ensuring that allocations are accurate, related revenues are generated, expenses are within budget limits and/or fiscal practices are followed.
- Prepares a wide variety of often complex materials (e.g. end-user documentation, support reports, synthesized information, recommendations, infrastructure documentation, inventory of equipment and software licenses, manuals, procedures, etc.) for the purpose of documenting/presenting information for a variety of audiences and assisting with future planning and support of technology innovations.
- Provides courteous, timely effective resolutions for internal and external customers (e.g. analyzing, troubleshooting, training, resolving support and operations problems, etc.) for the purpose of ensuring effective implementation for technology infrastructure tools and procedures.

- Researches current and forecasted enterprise server and other backend system technologies in a variety of ways (e.g. reading, attending seminars, conferences, workshops, college classes, etc.) for the purpose of synthesizing information, making recommendations for improvements, planning and predicting future growth and expansion of infrastructure/data center.
- Researches and tests and implements security solutions for the purpose of preventing exploits to hardware, and student/staff data, implementing and monitoring student and staff backup solutions, and testing disaster recovery strategies.
- Troubleshoots operational problems (e.g. establishing standards, maintaining enterprise email systems, maintaining spam filtering, maintaining directory services, etc.) for the purpose of analyzing and resolving escalated high-level support and operational problems with regard to Window Server Environments to ensure effective, accurate, efficient technology.

### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, highly complex, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment; planning and managing projects; managing technical employees; operating transportation equipment to transfer technology equipment from location to locations; writing scripts to automate tasks; recovery techniques; and utilizing pertinent software applications.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation and emerging programming methodology; operating systems, network administration and application programming languages; and security protocols.

ABILITY is required to schedule a number of activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a wide variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: adapting to changing priorities; communicating with persons of varied backgrounds and technology expertise; establishing and maintaining effective working relationships; maintaining confidentiality; meeting deadlines and schedules; providing direction; leadership; setting priorities; working as part of a team; trouble-shooting abilities; and working with frequent interruptions.

#### **Responsibility**

Responsibilities include: working under limited supervision using standardized practices and/or methods; managing a department; operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

#### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 70% sitting, 5% walking, and 25% standing. This job is performed in a generally clean and healthy environment.

**Experience:** Job related experience within a specialized field is required.

**Education:** Bachelors degree in job-related area.

**Equivalency:** Bachelor's degree. Five years computer and software repair and trouble-shooting experience. Three years of experience planning and supporting enterprise level server infrastructure. Applicable experience or certifications may be substituted for some educ.

### **Required Testing:**

### **Certificates and Licenses**

Valid Driver's License & Evidence of Insurability

**Continuing Educ. / Training:**

Maintains Certificates and/or Licenses

**Clearances**

Criminal Justice Fingerprint/Background Clearance

**FLSA Status**

Exempt

**Approval Date**

**Salary Grade**

PK