SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION

05/19	<u>TECHNOLOGY SUPPORT FIELD COORDINATOR</u>	
Effective Date	Job Title	

PURPOSE
Improves student achievement by providing technical staff operational coordination and direction. This may include oversight of teams performing desktop support, application support, network support, and other technical activities. This position plans larger and more complex projects, performs in more complex process development, and leads teams with less direct supervision.

SUPERVISION RECEIVED AND EXERCISED
Receives direction from an assigned supervisor. Methods of performing tasks are largely within the discretion of the incumbent. Work is measured mainly through the observance of results obtained and metrics.

Requires minimal task-level supervision and successfully handles multiple concurrent responsibilities involving all aspects of technical services and support.

Works within accepted standards and methodologies with minimal supervision while providing regular communication to a supervisor.

Exercises functional and technical supervision and assists in evaluation over assigned technical staff.

Receives high level projects from assigned supervisor and coordinates and implements with project team members.

ESSENTIAL FUNCTIONS OF THE JOB - May include, but are not limited to, the following:

Assisting in the professional and technical development of team members; assisting team members to set technical goals and/or customer service goals; monitoring, mentoring, coaching and assisting team members to deliver quality support.

Establishing and maintaining effective working relationships with those contacted in the course of work.

Developing schedules and coverage plans to ensure services are available during defined business hours.

Preparing staffing plans based on priority of work, and availability of skill sets and staff.

Developing performance measurements to track the effectiveness of team activities.

Identifying, analyzing and providing options for work programs, project proposals and service/support requirements.

Leading multiple project teams of cross-team members and ensuring project objectives are met.

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Coordinating crisis response teams and coordinating communication for production-down situations.

Developing and maintaining key business processes within the department and making available to staff, as appropriate. Working with other departments in the district in a collaborative manner to develop cross department business processes.

Coordinating and managing maintenance of, and changes to the production environment with department management.

Developing and maintaining documentation on standards and procedures and making available to staff, as appropriate.

Monitoring team workload such as phone, email and trouble ticket/service request system queues and making priority decisions regarding severity and criticality of service requests.

Providing a high level of customer service; working with customers that may be frustrated, upset or demanding and remaining calm and professional in working through their issues.

Leading the creation of support models for new technologies, applications, or systems; participating in and/or providing training to users or other technical staff.

Resolving escalated customer and vendor issues.

Maintaining security of user credentials and workstation integrity following established rules and using good judgment.

Providing information and recommendations to department management regarding department standards and long-range objectives.

Researching and devising methods to facilitate improved production, procedures, and processes.

Planning and coordinating cross training of staff as necessary.

Maintaining current knowledge of industry trends and potential impact on the organization; maintaining professional and technical knowledge by participating in professional development activities both internal and external to the department.

Managing resources for optimal performance; providing resource management for incoming customer inquiries, projects, and administrative work.

Providing technical assistance to users and other technical staff in the operation of hardware and software such as workstations, peripherals and applications.

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Providing high-level administration of workstation management systems.

Answering complex, functional technology-related questions.

Analyzing user problems, developing and recommending solutions.

Diagnosing hardware problems and developing and recommending solutions.

Maintaining inventory and accurate records of parts, equipment, and repairs.

Participating in the research and recommendation of purchases of new hardware and software according to district standards.

Interacting with vendors to diagnose and develop resolutions for technical problems.

Participating in the recommendation, development and maintenance of district technical standards.

Remaining current on existing and emerging technologies.

Using District's trouble ticket/service request system to track, document and resolve technical problems.

Monitoring phone, email and trouble ticket/service request system queues and making priority decisions regarding severity and criticality of issues.

Working with school or department administration and staff to understand technology support needs and working to fulfill them within district standards.

Participating in the creation of support models for new applications or systems; participating in and/or providing user training on district applications.

Communicating clearly, concisely, and effectively, both orally and in writing with technical and non-technical individuals.

Maintaining regular and consistent attendance and punctuality.

Performing related duties consistent with job description and assignment.

MINIMUM QUALIFICATIONS

Knowledge of:
Theory, principles, and methodology of technical support and troubleshooting.

Principles and practices of Project Management.

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Service delivery, customer service or help desk management.

Leading small teams.

Data Center Operations, Operating Systems and Network Support.

Coordination and scheduling techniques to maximize utilization of both computer systems and staff.

Advanced principles and practices of workstations, peripherals, networks, Active Directory and software such as office productivity suites, internet browsers and other standard business applications.

Advanced understanding of current workstation operating systems and associated software.

High-level understanding of workstation management, software installation and advanced troubleshooting techniques.

Ability to:

Give direction and guidance to team members.

Effectively coach and mentor.

Plan, organize, direct and evaluate programs, projects and services and implement changes in methods and techniques as needed.

Research and analyze technical information and prepare reports and recommendations.

Maintain the work schedule and balance user needs in proper perspective to assure that work is received, scheduled, and returned to the users efficiently and effectively.

Develop and maintain work schedules to provide coverage during defined business hours.

Maintain accurate statistical records of support requests, down time, as well as problem determination when a computer failure or related network failure develops.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Analyze and solve complex problems.
Understand, use and create detailed technical manuals.

Plan and prioritize workload requirements including scheduling and organizing multiple

tasks.

Analyze and define client equipment and software requirements for multiple desktop systems.

Effectively communicate technical concepts to non-technical audiences.

Climb ladders and crawl under desks to hook up systems.

Perform installation or replacement of hardware inside cramped computer boxes requiring high level of manual dexterity.

Travel to district schools/departments and out of district as needed. Work flexible shifts as necessary, including evenings and weekends.

EXPERIENCE AND TRAINING
Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the required knowledge and abilities would be:

Experience:
Five years of responsible help desk or technical program support, three of which must include leading a team.

Three years supporting computer software and hardware in a complex network environment

Training:
The equivalent of a Bachelor's degree from an accredited college or university with major course work in Information systems technology or a related field.

Some positions in this classification may require certification from a recognized national technology institution such as ITIL, A+ and MCP.

Special Requirements:
Possession of, or the ability to obtain an Oregon Driver's license, must have a safe driving record and provide proof of personal vehicle insurance. Required to have a reliable vehicle at work daily. May be required to transport District equipment in personal vehicle (motorcycles cannot be used to transport District equipment)

Work Environment:
Variety of locations inside and outside school buildings and offices, including but not limited to office, classroom and lab environments.

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High level of contact with district personnel. Some contact with outside agencies/community.

Physical Requirements:

Frequent reaching, handling, handwork, talking and hearing. Mobility to work in a typical office setting and use standard office equipment, stamina to remain seated and maintain concentration for an extended period. Hearing and speech to communicate in person or over the telephone. Vision: Frequent near acuity; occasional far acuity. Vision to read printed materials, computer screens and/or other monitoring devices.

Strength: Medium - Must be able to lift loads of up to 50 pounds; crawl, bend, stoop, twist, lift equipment while troubleshooting or connecting hardware. Perform installation or replacement of hardware inside cramped computer boxes; requires high level of manual dexterity. Ability to climb ladders.

Salem-Keizer School District is an equal opportunity employer.

Position: Technology Support Field Coordinator

I am willing and able to perform the duties of this job:

Signature:_____   Date:_____

Print Name: _____