Lead Area Technical Coordinator
New Hanover County Schools

Job Description

Class: Classified
Dept: Technology

TITLE:	**Lead Area Technical Coordinator**

QUALIFICATIONS:

1. Associate's degree in technical field or equivalent training and/or experience. A+ Certification or other relevant certification.
2. Five years of technical experience with a working knowledge of PC hardware/software with increasingly responsible technical and analytical experience.
3. Valid North Carolina driver's license.

REPORTS TO: Client Services Supervisor / Director of Technology

JOB GOAL: Oversee the development, testing, and deployment of NHCS business software to include antivirus; Set standards of testing, and schedules for updates on vendor-supplied software packages and Windows updates; Set standards of design and testing documentation as related to software.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to schools and technology systems and resources.

2. Assist Client Services Supervisor with work order management and coordination of assignments for Technical Software Specialist, Associate Technical Software Specialist and Area Technical Coordinators.

3. Responsible for the administration of Microsoft System Center Configuration Manager, Microsoft O365, Microsoft Intune polices, users and structure as related to Client Services.

4. Oversee all software installations and patch management at all NHCS sites. Develop, maintain and document standards for computer, software and patch management.

5. Team with Network Security to manage and set standards for antivirus.

6. Oversee Technical Software Team's on the use and implementation of new software systems and technologies.

Revised 12/15/21

7. Set standards and guidelines for district software application packaging, customization and deployment for district software. Set schedule and monitor for ongoing maintenance of applications.

8. Assess end-user software needs and determine software specific specifications by meeting with various divisions and software vendors.

9. Set standards and monitor documentation requirements related to all district software.

10. Lead and participate in various Technology projects as assigned and assist with coordinating activities for Client Services with other departments and schools as needed.

11. Perform related duties and responsibilities as requested by the Director of Technology and/or Client Services Supervisor.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve-month work year/ At Will/ FLSA Exempt

Starting Salary and/or Grade: Grade 77

Evaluation: Performance of this job will be evaluated in accordance with the provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Demonstrate functional and working knowledge of PC and Apple hardware and peripherals; Microsoft Systems Center Configuration Manager, Microsoft O365 (Office /Intune), Microsoft Active Directory, FileWave & Jamf MDM, Clever, iOS, MacOS and Windows Operating systems.
- Demonstrate functional knowledge of Client Management Solutions as applied to systems analysis, evaluation, implementation and maintenance of enterprise computer environments and supporting organizational infrastructure technologies.
- Demonstrate a strong fundamental knowledge of various programming languages.
- Ability to analyze problems, identify alternative solutions, project consequences or proposed actions and implement recommendations in support of goals.
- Demonstrate functional knowledge of general programs, polices, and practices used in educational organizations.
- Ability to effectively administer simultaneously a variety of projects/activities.
- Ability to work alone or supervise any number of personnel required to accomplish the assigned task, and meet specified deadlines.

- Ability to provide technical support to both internal and external individuals/groups; to coordinate and facilitate diverse internal and external committees relative to implementing a Client Services project.
- Ability to communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships.
- Ability to lift up to 50 pounds.