

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.
2. Two years of technical experience with a working knowledge of PC hardware and software.
3. Valid North Carolina driver's license.

REPORTS TO: Client Services Engineer / Chief Technology Officer

JOB GOAL: To direct, manage, and coordinate projects relating to the New Hanover County School's Client Services, as well as, to oversee and manage technical PC performance, reliability and accessibility.

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.
2. Assist with work order management and coordination of assignments for Area Technical Coordinators.
3. Provide training and ongoing support for Area Technical Coordinators and assist with training of Technology Department staff as needed.
4. Develop, maintain and document a training plan for site based support personnel (CRTs and TAs) in regard to support procedures as related to imaging, computer and software management.
5. Responsible for administration of Microsoft System Center Configuration Manager polices, users and structure as related to Client Services.
6. Work with school sites to maintain and verify accuracy of yearly computer hardware inventory, as well as, create and maintain an accurate database of NHCS computer hardware compiled from each individual school's inventory.

7. Monitor and maintain fixed asset transfer documentation.
8. Lead and participate in various technology projects as assigned and assist with coordinating activities for Client Services with other departments and schools as needed.
9. Perform related duties and responsibilities as requested by the Chief Technology Officer and/or 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 knowledge of principles of computer hardware and modern operating systems.
- Demonstrate functional knowledge of Microsoft System Center Configuration Manager, Microsoft Active Directory, Windows Operating systems.
- 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, policies, 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 specific standards of deadlines.
- Ability to provide technical support to a diversity of 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.