

Area Technical Coordinator

New Hanover County Schools

Job Description

Class: Classified
Dept: Technology

TITLE: Area Technical Coordinator

QUALIFICATIONS:

1. Associate's degree in technical field or equivalent training and/or experience.
2. One year of technology related work experience.
3. Valid North Carolina driver's license.

REPORTS TO: Client Services Supervisor / Director of Technology

JOB GOAL: Supports site and district computer infrastructure to allow for the execution of daily operational goals and objectives. Assist, advise, troubleshoot, and coordinate all computer, printer, software and peripheral installations and repairs.

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. Provide training for technical and non-technical staff on implementation of new information systems and procedures.
3. Assist, advise and coordinate all computer and peripheral installations/repairs including software applications and operating systems at all NHCS sites.
4. Coordinate the inventory of parts and technology equipment for the Technology Division.
5. Maintain detailed and accurate records of equipment, repairs, parts and work orders.
6. Coordinate with the network team to provide direct support for installation and configuration of computer devices on networks.
7. Provide pre/post deployment troubleshooting and support for software packages to meet NHCS standards.
8. Maintain knowledge and skills as required to stay current with emerging technology.

9. Provide insight on the use and implementation of new systems and technologies.
10. Participate in receiving, preparation and distribution of new computers and facilitate removal of outdated Technology equipment.
11. Work within the Technology Division to develop a strong cohesive unit supporting all technology
12. Perform related duties and responsibilities as requested by the Director of Technology and/or the 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 Non-Exempt

Starting Salary and/or Grade: Grade 71

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.
- Ability to troubleshoot computer problems determining hardware/software related issues.
- Ability to communicate technical issues to non-technical staff while displaying effective interpersonal skills.
- Demonstrate working knowledge of software to facilitate the configuration/manipulation both pre and post installation.
- 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 analyze problems, identify alternative solutions, project consequences or proposed actions and implement recommendations in support of goals.
- Ability to coordinate to meet deadlines, accomplish specific tasks, or meet specific standards; provide technical and analytical support to internal and external individuals/groups.
- Ability to utilize all aspects of the Microsoft Office Suite.
- Ability to research computer / program topics via the internet and other online sources.
- Ability to lift up to 50 pounds.