

Laguna Beach Unified School District
Job Description: TECHNOLOGY PROJECT COORDINATOR

BASIC FUNCTION:

Under the direction of the Chief Technology Officer, plans and executes goals and objectives of the technology support program; coordinates technical support contractors; serve as a technical resource to District personnel; assist staff and students with troubleshooting and resolution of software and hardware problems over the phone and through the use of remote control software such as LANDesk; assign calls to field personnel as needed for cases requiring on-site support, advanced diagnostic testing and repair, or direct vendor assistance; provide assistance to walk-in customers at primary work location. Perform imaging and other software installations on computers physically at the help desk service location as time allows.

ESSENTIAL DUTIES:

- Plan, organize and execute assigned goals and objectives of the technology support program.
- Assess the level of service and effectiveness of technical support efforts.
- Coordinate complex technical projects, including requirements definition, budget development, stakeholder engagement, technical design, implementation, staff training and communications. Projects may include technology, media and wireless installation, maintenance, and troubleshooting.
- Plan, develop, coordinate and provide staff training to improve and update technical support team knowledge and skills.
- Resolve complex technical issues escalated by technical support team.
- Facilitate effective communication and collaboration within support team and with consultants/vendors.
- Assist in the identification, evaluation, implementation and communication of technology hardware and software standards.
- Coordinate additional technical support for District initiatives and events, including new curriculum/standards implementations, professional learning dates and State testing.
- Serve as a technical liaison and point of escalation for technology issues presented by site and District leadership.
- Serve as technical resource to District personnel.
- Assist with managing virtual infrastructure and storage.
- Assist with and maintain configurations, physical installation, implementation, monitoring, troubleshooting, and upgrading virtual servers.
- Assist in maintaining business continuity.
- Assist with group policies and email configuration.
- Consult with vendors, service providers and technical support regarding purchase of parts, status of repairs and software and hardware related questions.
- Assist in the development of a staff training program and defining operational procedures such as user administration, server operations, back-up systems and data maintenance.
- Answer telephone calls and respond to inquiries and provide technical information, advice or referrals.

- Log all service requests into the District's Help Desk service call tracking system.
- Record the problem description, including specific error messages and/or symptoms, any troubleshooting steps taken, and the result, and the solution, if applicable.
- Support District's Mobile Device Management (MDM).
- Provide the ticket number to callers.
- Provide troubleshooting and problem resolution services.
- Follow-up on closed service requests to insure customer satisfaction.

OTHER REPRESENTATIVE DUTIES:

- Attend workshops to update skills;
- Assist other departments on special projects as assigned;
- Serve as a backup to other technology department positions;
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- General technology concepts and applications.
- Enterprise IT support methodologies and solutions.
- Technical problem-solving standards.
- Project management tools and techniques.
- First-level technical support and remote problem resolution
- Network connectivity
- Server maintenance and resolution of access issues
- Desktop and device support
- Application support
- Voice-over IP telephone support

Ability to:

- Research and resolve complex technical issues.
- Evaluate technical solutions efficiently and thoroughly.
- Coordinate and train professional technical staff
- Learn, apply and implement new technologies quickly in a rapidly changing environment.
- Be a flexible, resourceful and creative problem-solver.
- Serve as a technical resource to District personnel.
- Troubleshoot and assist customers in resolution of basic hardware and software issues.
- Use proper phone etiquette.
- Evaluate and prioritize service requests in accordance with department standards.
- Document problems in writing in a clear, concise manner.
- Learn District organization, operations, policies and objectives.
- Learn policies and objectives of assigned program and activities.
- Communicate effectively both orally and in writing.
- Work under pressure.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.

- Understand and follow oral and written instructions.
- Meet schedules and timelines.

MINIMUM QUALIFICATIONS:

Education:

Bachelor's degree in computer science, information management systems or related field. Microsoft MCP, MCSE, or similar certifications are desirable.

Experience:

Five (5) years of related experience performing duties of increasing responsibilities in a technology environment. Experience working in a progressive education setting is preferred.

License Requirement:

Possession of a valid California Motor Vehicle Operator's License

Personal Qualities:

- Independent Worker
- Maturity and good judgment
- Neat and clean appearance
- Willingness to assume a wide range of responsibilities
- Willingness to learn new skills
- Willingness to continuously improve
- Pleasant interpersonal skills
- Good organizational skills
- Commitment to professional courtesy
- Belief in high standards
- Commitment to professional responsibility
- High intrinsic motivation

WORKING CONDITIONS:

- Primarily indoor work environment.
- Constant interruptions.

Physical Requirements:

- Hearing and speaking to exchange information and make presentations.
- Dexterity of hand and fingers to operate a computer keyboard.
- Lifting and carrying moderately heavy computer equipment.
- Vision: Must possess vision (which may be corrected) to read small print and computer screens.
- Speech and Hearing: Must possess hearing (which may be corrected) to use a telephone and to hear discussions and questions during public and school meetings and productions. The individual is required to speak clearly and distinctly, to make lengthy oral presentations, and to converse by telephone.
- Ability to frequently stand, sit, reach, grasp, stoop, bend, push, pull, kneel, squat, and twist.
- Ability to climb stairs.

Operation of Vehicles, Machinery, and Equipment Requirements:

- Ability to travel to a variety of locations within a reasonable time frame.
- Must be able to operate office, multimedia, and computer equipment.

Mental and Emotional Requirements:

- Ability to understand and follow oral and written directions.
- Ability to work independently with little direction.
- Ability to concentrate to meet numerous deadlines.
- Ability to establish and maintain effective working relationships with others.
- Ability to make independent decisions to respond to numerous requests, deadlines, and to prioritize assignments.
- Ability to exchange information.
- Ability to learn the procedures, function and limitations of assigned duties.
- Ability to establish effective relationships with a wide range of people.
- Ability to give direction and to exercise tact, diplomacy, empathy, and firmness in sometimes highly emotional situations.

HAZARDS:

- Working with equipment that may potentially cause electrical shock.