

TRACY PUBLIC SCHOOLS JOB DESCRIPTION

POSITION TITLE: Technology Coordinator of ISET

DEPARTMENT: Information Services and Educational Technology (ISET)

POSITION SUMMARY:

Under the direction of the Director of Information Services and Educational Technology, assists in the planning and coordination of the activities of the Site Technicians I. Supervises the support of day-to-day operations of the Site Technicians, end user technology and applications by providing elevated support to staff, students, and parents. Responsible for resolving issues with hardware, software, network printers, operating systems, applications, and projectors. Responsible for the management and operations of the Help Desk Support. Responsible for the oversight of the district computer imaging process, repair process, and Mobile Device Management (MDM). Provides technical training to Site Technicians I and site staff. Serves as the immediate supervisor for Site Technicians.

ESSENTIAL FUNCTIONS:

1. Analyzes moderate to complex systems and software requirements to determine feasibility of design and function.
2. Troubleshoots technology problems and coordinates resolution with the Site Technicians and ISET staff.
3. Responsible for the daily operations and management of the district's computer repair process.
4. Develops, implements, and clearly communicates team projects to accomplish departmental and district goals.
5. Executes and oversees hardware and software updates, upgrades, and installations with the assistance of Site Technicians.
6. Supports and ensures the devices and software related to technology-based assessments are optimized and operational.
7. Develops and maintains end user device and software systems requirements and standards.
8. Responsible for the execution and oversight of the imaging, deployment, and collection of end users' devices throughout the district.
9. Oversees and manages the Mobile Device Management system.
10. Assumes responsibility for the quality execution of software installations, upgrades, and updates within budget while maintaining the schedule integrity.
11. Coordinates elevated support to assist Site Technicians and Helpdesk in resolving software, hardware, and end user issues districtwide.
12. Applies current technology or researches and acquires new technical knowledge to complete moderate to complex projects and may advise others on current issues and designs.
13. Participates in department and interdepartmental project teams and may work cross-functionally to improve processes within the organization and district.
14. Acts as a liaison between the Site Technicians and Network Technicians including the Director of ISET.
15. Understands and complies with applicable quality, environmental and safety regulatory considerations. Is accountable for the work of Site Technicians and responsible for ensuring their understanding and compliance.
16. Supervises and evaluates Site Technicians.
17. Maintains regular and prompt attendance in the workplace.

18. Other related responsibilities and tasks as required.

EDUCATION AND EXPERIENCE: High School diploma or equivalent required. Bachelor's degree in Information Technology or related field desired. Experience and/or education equivalent to a Microsoft Certified Solutions Expert (MCSE) certification. Two years supervision experience preferred.

SKILLS AND QUALIFICATIONS:

1. Possesses knowledge of applications, hardware compatibility, and client/server-based application models.
2. Possesses experience with a wide range of software applications and hardware compatibilities.
3. Know and apply the fundamental concepts, practices, and procedures of this particular field of specialization.
4. Define problems, collect data, establish facts, and draw valid conclusions.
5. Ability to understand and follow oral and written instructions.
6. Ability to generate and maintain reports and related records.
7. Ability to supervise a cadre of technicians.
8. Organize, train, direct, and motivate staff to achieve high levels of technical understanding.
9. Ability to communicate effectively in both technical and non-technical terms and to maintain cooperative working relationships with those contacted in the course of work.
10. Ability drive to various school sites to assist elevated technology issues.
11. Ability to develop and maintain cooperative working relationships with those contacted in the course of work.
12. Knowledge of safety procedures in the performance of required duties.
13. Maintain professional confidentiality and work collaboratively with peers.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer terminal and operate standard office equipment for extended periods of time.
3. See and read a computer screen and printed matter with or without vision aids.
4. Speak so that others may understand at normal levels and on the telephone.
5. Hear and understand speech at normal levels and on the telephone, with or without hearing aids.
6. Stand and/or walk on hard and/or uneven surfaces for extended periods of time.
7. Reach overhead, grasp, push/pull up to 50 pounds for short distances.
8. Lift and/or carry up to 50 pounds at waist height for short distances.
9. Bend, squat, stoop and/or climb for extended periods of time.

WORK ENVIRONMENT: Employees in this position will be required to work indoors in a standard office environment and come in direct contact with District staff, site staff and the public. Employees in this position will be required to travel to District school sites.

SALARY: LME Range 32

DAYS OF SERVICE: 225 days

Adopted TUSD: 8/10/21