FLAGLER COUNTY SCHOOL BOARD

JOB DESCRIPTION

Technology Services Coordinator

QUALIFICATIONS:
1. Bachelor's degree in Computer Science or Computer Education preferred.
2. Associate's Degree/Technical Certificate with related experience may be substituted for the Bachelor's Degree.
3. Minimum of (5) years supervisory / management experience in a technology related field.
4. Such alternatives to the above requirements as deemed appropriate by the superintendent.

KNOWLEDGE, SKILLS AND ABILITIES:
Strong interpersonal/communication skills and the ability to work effectively with a wide range of constituencies in a diverse environment. Knowledge of and practical experience with implementing customer service principles, techniques, systems, and standards. Ability to supervise, train, and motivate teams in a manner that effectively ensures the availability of technically competent,   responsive, customer-oriented staff.

REPORTS TO:
Executive Director of Instructional & Operational Innovation

SUPERVISES
Assigned personnel

JOB GOAL

To develop, organize, supervise and monitor the District Technology Service Desk and related customer service activities. Position establishes and interprets policies and operating procedures, evaluates technical support operations, and prepares budgeting and cost analyses for Service Desk activities.

PERFORMANCE RESPONSIBILITIES:
*(1)   Establish and maintain an effective single point of contact for the reporting of Technology related issues and requests.
*(2)   Supervise workflow of customer service activities, as well as the review, triage, distribution, and escalation of Technology related issues and requests.
*(3)   Analyze customer service needs and current support methods and develop/implement enhanced methods or programs, as appropriate.
*(4)   Prepare reports setting forth progress, adverse trends, and appropriate recommendations based on the statistical analysis of information from the customer service tracking system and feedback surveys.
*(5)   Develop and maintain procedures for use by Service Desk staff.
*(6)   Establish and maintain communication to district and school-based personnel regarding technology system related problems or outages.
*(7)   Participates in the analysis, design, development, and implementation of district computer systems and applications to ensure customer service and support needs are addressed and met.
*(8)   Ensures effective coordination between site-based and centralized technical support activities.
*(9)   Responsible for inventory management of all computing systems and peripherals; maintains records and prepares necessary statistics and reports.
*(10)   Maintain county-wide email system distribution lists.

Technology Services Coordinator continued

(11)   Serves on committees and participates in meetings regarding long and short
        term technology planning.
(12)   Act as liaison between Flagler County School Board and technology vendors.
*(13)   Keep current of trends, changes, and developments in Network Administration
        and Technology as it applies to Flagler County School Board.
(14)   Foster and develop a professional image. Consistently represent the district in a positive
        and professional manner.
(15)   Perform other duties as assigned by the Director of Technology.

PHYSICAL REQUIREMENTS:
Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force
frequently and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:
Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of the work year and hours of employment shall be those established by the District.

EVALUATION:
Performance of this job will be evaluated in accordance with provisions of the Board's policy on
evaluation of personnel.

Job Description Supplement Code: 8

Salary Lane: Professional PAOZ

Approved 06/19/2018