

Senior Area Technical Coordinator

New Hanover County Schools

Job Description

Class: Classified
Dept: Technology

TITLE: Senior Area Technical Coordinator

QUALIFICATIONS:

1. Associate's degree in technical field or equivalent training and/or experience.
2. Three years of technical experience with a working knowledge of PC hardware/software with increasingly responsible technical, analytical, administrative and supervisory experience.
3. Valid North Carolina driver's license.

REPORTS TO: Client Services Supervisor / Director of Technology

JOB GOAL: To assist with work order management and coordination of assignments for Area Technical Coordinators, as well as, to oversee/manage the Technology Division's Fixed Asset Software and Inventory.

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. Assist Client Services Supervisor with work order management and coordination of assignments for Area Technical Coordinators.
3. Provide training and ongoing support for Area Technical Coordinators. Assist with training of Technology Division staff as needed.
4. Develop, maintain and document a training plan for site-based support personnel in regards to support procedures as related to imaging, labeling, distribution processes and inventory.
5. Administer Client Services approved policies and procedure's while maintaining efficient team dynamics.
6. Work with school sites to maintain and verify accuracy of Technology inventory, as well as, compile an accurate database of NHCS computer hardware from each individual school's inventory.

7. Monitor, maintain and process fixed asset transfer/surplus documentation for Client Services.
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 Director and/or 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 Exempt

Starting Salary and/or Grade: Grade 73

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 and working knowledge of PC and Apple hardware and peripherals; Microsoft Systems Center Configuration Manager, Microsoft Active Directory, iOS, MacOS and Windows Operating systems.
- Demonstrate a strong functional knowledge of database tools to provide regular analytic reports.
- Demonstrate a strong fundamental knowledge of Microsoft Office Suite.
- 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 specified deadlines.
- Ability to provide technical support to both 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.