

**Monticello Public Schools
ISD #882
JOB DESCRIPTION**

Position Title: Technology Coordinator

Department: Technology

Exempt Status: Exempt

Reports To: Director of Technology

Date: March 17, 2015

Approval: Assistant Superintendent

JOB SUMMARY: Work in collaboration with District IT staff to support users, maintain technologies and support academic initiatives. Responsible for technical design, planning, implementation and the highest level of performance tuning and recovery procedures of mission critical enterprise systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

60% Work in collaboration with the District IT staff and administration to ensure computers/devices, network are prepared to support academic and business initiatives (testing, classroom, finance, food service, building and department offices).

Users

- A. Manage and provide network support including user accounts, accounts for learning management systems, and email accounts.
- B. Respond to users via phone, in person, and through remote control.
- C. Respond to support issues as they are escalated from helpdesk, desktop/device support and Director of Technology.
- D. Answer complex questions about software, hardware, peripherals.
- E. Provide remote desktop management and support.

Desktop/Device and Workstation Management

- F. Manage and maintain Novel ZENworks Configuration Management for District owned desktops and laptops (approx.1300 devices).
- G. Manage device image creation and deployment for approx. unique 50 device images.
- H. Manage application deployment to desktops and laptops.
- I. Manage setup and deployment of printing devices (approx.127).

Apps/Application Software Management

- J. Provide central management and deployment of District purchased software.
- K. Manage and maintain District owned and state mandated testing software.

Network Software

- L. Administer and maintain Active Directory environment.
- M. Administer and maintain legacy eDirectory environment.
- N. Administer and maintain Novell Groupwise e-mail system.
- O. Ensure mail is archived off-site daily.
- P. Administer and maintain the application servers.

Servers/Data Center

- Q. Perform daily backup operations, ensuring all required file systems and system data successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- R. Maintain backup system hardware.
- S. Monitor program integrity.
- T. Research repair and upgrade costs.

25% Perform all functions and procedures to install and maintain District systems and network infrastructure, hardware, and software.

Network Infrastructure

- A. Design, implement, and maintain network infrastructure to support high speed, low latency data, voice and video on District owned fiber optic plant.
- B. Design, implement, and maintain wireless network infrastructure to support District wireless devices and BYOD policy.
- C. Maintain and monitor District firewall and VPN appliance.
- D. Maintain and monitor District internet load balancer and internet connections.
- E. Provide network support for District owned VOIP phone system.
- F. Integrate non-IT systems onto District network. I.e.: HVAC, video security, keycard access, and time systems.
- G. Manage internal and external DNS system.
- H. Manage DHCP system for all subnets.
- I. Maintain UPS systems for all network closets to insure uptime based on District requirements.

Servers/Data Center

- J. Maintain existing server infrastructure consisting of a Cisco UCS blade system.
- K. Manage and maintain VMWare vCenter virtual environment to provide high-availability of District applications and data.
- L. Monitor and maintain EMC VNX SAN storage.
- M. Monitor and maintain fiber channel storage network.

10% Manage security of systems and data as well as collaborate on physical building security

- A. Provide and manage the direction of all security functions associated with information technology software applications, electronic communications systems (voice and data), computing services infrastructure, as well as building protection, keyless site access systems.
- B. Monitor power and HVAC requirements of data center and make recommendations as needed.
- C. Provide documentation.

5% Professional Responsibilities

- A. Work with Director of Technology to ensure all District owned software and hardware is properly licensed.
- B. Use provided tools to audit and verify all license agreements are observed.
- C. Work with Director of Technology on network and server life-cycle management in accordance with District life-cycle policies.
- D. Support asset and inventory for District owned equipment.
- E. Participate in technology conferences and professional growth activities to update awareness of current software and hardware.
- F. Participate in meetings, such as: building staff meeting, department meetings, staff development meetings, open houses, health and safety committee, and others as needed.
- G. Keep informed of new technology and applications.

Performs other duties as assigned or requested by the Director of Technology.

WORK REQUIREMENTS AND CHARACTERISTICS:

Education/Certification Requirement:

- Minimum 2 year AAS degree with an emphasis or major in Information Systems, Network Administration or equivalent - *Required*
- VMware Certified Professional (VCP) Certification - *Preferred* or equivalent experience - *Required*
- Microsoft Solutions Expert (MCSE) Certification - *Preferred* or equivalent experience - *Required*
- Cisco Certified Network Professional (CCNP) - *Preferred* or equivalent experience - *Required*

Experience:

- Minimum of 5 years of experience in systems integration, network administration - *Required*

Essential Skills Required to Perform the Work:

- High level of knowledge of systems integrations and coordinate the interoperability.
- Knowledge of educational technology and network administration.
- Demonstrated knowledge and skills with core networking technologies (CISCO), data center management, Windows domain environment.
- Knowledge of best practices for Microsoft Key Management Licensing Models.
- Ability to understand urgency of an issue.
- Ability to constantly make decisions and act within District and building policies, procedures and guidelines.
- Ability to determine and implement technology procedures for file system management, print management and group policy management.
- Ability to follow written and verbal direction.
- Ability to give work direction, work as a team and interrelate with others.
- Ability to maintain confidentiality.
- Ability to work with interruptions, multi-task, organize and prioritize work assignments.

Machines, Tools, Equipment, Electronic Devices, and Software Required:

- Operates PC and Macintosh workstations; multi-function printers/copiers/scanners; network equipment; wireless/handheld devices; multiple servers, routers, switches, uninterruptible power supply; firewall appliance; projectors; sound fields and projection displays.
- Performs maintenance and repairs on equipment as necessary.
- Utilizes software tools: wireless management; email; educational software; print management; mobile device management; food service management; antivirus management; web services; user management; security management; desktop and virtualization management.

Supervision of Other Employees:

- This position trains and orients others, gives work direction during work in process and oversees completed work.

Physical Job Requirements:

- Position includes sitting in the same position for extended periods of time and with continual computer keyboarding.
- Position involves moving about within the buildings and work area.
- Position lifts equipment or supplies typically not to exceed 50 pounds.

- Position includes listening and talking.
- Position includes crouching and getting into closed tight spaces.

Mental Job Requirements:

- Position involves multitasking and organizing and prioritizing work assignments while dealing with interruptions.
- Position involves responding to multiple and, at most times, simultaneous requests for assistance from administrators, building staff and teachers.
- Position manages multiple projects and deals with many deadlines.
- Position involves problem solving and troubleshooting complex issues on own initiative.
- Position involves learning new technologies and systems integrations on own initiative.
- Position involves exploring options, advising, and selecting among solutions.

Working Conditions:

- Majority of work is performed in an office setting in a school building with little exposure to the outdoors. Majority of work performed in an office environment.
- Position involves travel between buildings.
- Position involves exposure to server and electrical equipment, noise and dust from hardware.
- Position involves frequent exposure to printer inks and toner.

Job Outcomes:

- Projects a positive, cooperative and respectful attitude with students, parents, other employees and community members.
- Provides technical expertise, consult with, advise and collaborate with staff concerning issues, objectives, goals, and strategies for the integration of technology throughout the District.
- Recommends the redesign and configuration of network infrastructure, servers, storage, and system applications so systems run efficiently and smoothly.
- Investigates and analyzes feasibility of system requirements and develops system specifications.
- Implements and assists District staff in troubleshooting of network systems, telecommunications, web services, and email, voicemail, and enterprise systems.
- Identifies solutions, and provides team leadership in order to provide a high level of service to the District and incorporate the appropriate assistance to deal with hardware, software and network issues.
- Supports academic mission, District goals and policies.

This description describes the general nature and work expected of an individual assigned to this position. Employees may be required to perform other job-related duties as requested by their supervisor. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.