

**PLEASANTON UNIFIED SCHOOL DISTRICT
JOB DESCRIPTION**

TITLE: Coordinator III - Technology Operations

CLASSIFICATION: Classified Management

REPORTS TO: Chief Technology Officer

DESCRIPTION:

Under general supervision, the Technology Operations Coordinator oversees the day-to-day operational activities of the Technology Department, including district-wide technology resources' installation, integration, and management. This role develops and executes procedures, plans, schedules, and budgets to ensure smooth software and hardware deployment. The position entails managing a team of technology support personnel, providing leadership, and coordinating district-wide technical support services. Additional responsibilities encompass overseeing technology helpdesk systems, district-wide network security, system administration activities, and integrating new educational technology resources.

PERFORMANCE RESPONSIBILITIES:

- Develops and executes comprehensive procedures, plans, schedules, and budgets for seamless technology resource installation and integration, including software and hardware deployment.
- Contributes to the development and management of allocated budgets and provides recommendations for fund allocation across staffing, equipment, materials, and supplies.
- Manages a team of technology support personnel (technology specialists, network, and systems administrators) that provide technical assistance to staff and students.
- Provides leadership, coaching, and training to classified technology support personnel, fostering a culture of continuous improvement and professional development.
- Oversees and monitors district-wide technology helpdesk systems and processes, ensuring timely and effective resolution of technical issues.
- Plans, schedules, and supervises a responsive, efficient, and equitable technical support system encompassing technology specialists, network and systems administrators, and help desk services.
- Coordinates technology utilization among stakeholders to optimize program efficiency.
- Participates in integrating new educational technology resources into existing systems.
- Develops technical support documentation and resources for staff and students.
- Provides leadership in administering and maintaining district-wide technology systems and infrastructure, ensuring optimal performance and uptime, and oversees network, security, and system administration.
- Oversees the strategic utilization of E-Rate funding to facilitate WAN connectivity, internet services, and network equipment procurement.
- Participates in the selection and management of high-level vendors; participates in the development and administration of vendor contracts.
- Assists in planning and implementing the district-wide Technology Plan, monitoring progress towards implementation goals.
- Recommends district policies and standards for technological operations, ensuring compliance with regulations.

- Assumes department leadership responsibilities in the absence of the Chief Technology Officer
- Supervises and evaluates assigned staff.
- Other duties as assigned.

KNOWLEDGE OF:

- Proficiency in administering information systems within educational contexts.
- Principles, methodologies, and protocols for utilizing classroom technology hardware and software tools.
- Principles, methodologies, and protocols for system and network administration and troubleshooting, and administering and programming SQL database servers.
- Policies and procedures ensuring compliance with FERPA, COPPA, CIPA and other regulations governing school data privacy.
- Effective educational technologies and their application through innovative strategies and resources.
- Emerging educational technologies relevant to K12 education.

ABILITY TO:

- Prepare and deliver oral and written training, instruction, and technology support.
- Establish cooperative relationships across diverse groups and individuals.
- Present information, both written and verbal, in a clear, concise, and professional manner.
- Communicate information clearly and professionally.
- Exercise professionalism, confidentiality, and good judgment.
- Maintain outstanding customer service in all interactions.

TRAINING AND EXPERIENCE:

- Bachelor's Degree preferred or the equivalent combination of education and/or years of experience in Technology and/or Information Systems, and/or Educational Data Processing, and/or a related field.
- Google Administrator and/ or Educational Technology certifications preferred
- K-12 Technology department experience required

LICENSES AND CLEARANCES:

- TB Clearance
- Valid Driver's License

TERMS OF EMPLOYMENT:

220 Days, Management/Confidential Salary Schedule

BOARD APPROVED: 8/11/2022

Revised: 06/27/24