

IT Systems Coordinator

Purpose Statement

The IT Systems Coordinator plans, implements, directs, and maintains the district's application and use of technology within the curriculum and business applications. This role evaluates and provides recommendations to complement classroom instruction and business information systems with software applications and computer technology.

Supervisory Relationship

Reports to: Technology Director

Essential Functions

- **Helpdesk Management:** Assess work order requests, ensuring courteous, timely, and effective resolutions to end-user issues.
- **Collaboration:** Work with schools, departments, and internal personnel to ensure effective fiscal practices, technology implementation, and contract management with vendors.
- **Project Consultation:** Consult on and implement enterprise-level technology hardware systems and software services to ensure compatibility and consistency.
- **Hardware and Network Maintenance:** Coordinate the implementation and maintenance of district printer hardware, network devices, and security configurations.
- **Data Security:** Adhere to and enforce established security protocols to protect information systems and privileged data.
- **Software Management:** Manage software procurement for enterprise-level deployment, ensuring compatibility and compliance with licensing.
- **Financial Monitoring:** Monitor fund balances and related financial activities to ensure accurate allocations, revenue generation, and adherence to budget limits.
- **Documentation:** Prepare complex materials, including user documentation, support reports, recommendations, infrastructure documentation, and equipment/software inventories.
- **Customer Support:** Provide timely and effective resolutions for internal and external customer issues, including training, troubleshooting, and resolving support and operational problems.
- **Research and Development:** Research current and future backend system technologies to make recommendations for improvements and plan for future growth.
- **Troubleshooting:** Address high-level support and operational problems, maintaining enterprise email systems, spam filtering, and directory services.
- **Training:** Train staff on technology tools and procedures, ensuring effective implementation of technology infrastructure.
- **Adhere to School Policies:** Follow school policies and procedures.
- **Attendance:** This position requires prompt and consistent attendance.
- **Perform Other Duties:** Perform additional duties as assigned to support the effective operation of the work unit.

Job Requirements: Minimum Qualifications

Skills

- Operating standard office equipment and pertinent software applications
- Planning and managing projects
- Writing scripts to automate tasks
- Strong troubleshooting and recovery techniques

Knowledge

- Current generation and emerging programming methodologies
- Operating systems, network administration, and application programming languages
- Security protocols and educational software
- Read technical information
- Compose a variety of documents and/or facilitate group discussion

Abilities

- Schedule activities, meetings, and events
- Work independently and with diverse individuals
- Adapt to changing priorities and communicate with varied backgrounds
- Establish and maintain effective working relationships
- Meet deadlines and work as part of a team

Responsibility

Work under limited supervision using standardized practices and methods. Manage a department and operate within a defined budget. Utilize resources from other work units to perform job functions. Significantly impact the organization's services

Work Environment

Physical demands include some lifting, carrying, pushing, pulling, and fine finger dexterity. Job generally involves 70% sitting, 5% walking, and 25% standing. Performed in a generally clean and healthy environment.

Experience

Job-related experience within a specialized field

Five years of experience in computer and software repair and troubleshooting

Three years of experience planning and supporting enterprise-level server infrastructure

Applicable experience or certifications may be substituted for some education

Education

Bachelor's degree in a job-related area

Certificates and Licenses

Valid Driver's License and Evidence of Insurability

Continuing Education/Training

Maintain relevant certificates and licenses

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Exempt

Salary Grade

PK

Bismarck Public Schools prohibits discrimination and harassment based on a student's, parent's, guardian's, or employee's race, color, religion, sex, gender identity, national origin, ancestry, disability, age, or other status protected by law. The District also provides equal access to the Boy Scouts and other designated youth groups, as required by federal law.