

Technical Services Coordinator

DEPARTMENT:	Technology	REPORTS TO:	Director of Technology Services
WORK SCHEDULE:	12 months	COMPENSATION:	Support Staff Salary Schedule
FULL/PART TIME:	Full Time	FLSA STATUS:	Non-Exempt

Position Description

The Technical Services Coordinator manages and deploys all district-issued technology devices to staff and students. This position's responsibilities include coordinating incoming and outgoing device repairs, managing the general district technology inventory, and providing tier 2 support to school-based technology specialists and end-users.

Task Title	Essential Job Functions	Percent of Time Spent
Technical Services	<ul style="list-style-type: none"> Deploy, manage, and repair all district-owned technology including maintenance of all new technology to the district. Provide troubleshooting support and training to tier 1 technology specialists. Log issues into the user support and work order systems. Coordinate technical resources by scheduling, dispatching, tracking and documenting technical resources for user support (including level one, two and three support personnel), server/systems, network, and technical project support. Technical Services Coordinator serves as backup to Senior Technology Specialist. 	45%
Resource management	<ul style="list-style-type: none"> Track and manage all district technology inventory and assets, including recording device information in asset management software and monitoring asset lifecycle. Purchase, invoice, and bill network services and create invoices for select services and district hardware. 	35%
Account Management	<ul style="list-style-type: none"> Manage employee accounts including updating names/position changes, processing, separations, and initiating account creation. 	15%
Special Projects	<ul style="list-style-type: none"> Assist Director of Technology or other Technology team members with special projects as needed. 	5%

The intent of this job description is to provide a representative description of the types of duties and responsibilities required this position. Employees may be asked to perform other job-related duties as assigned.

Supervisory Responsibilities

- **Supervisory Responsibility:** N/A, not responsible for supervising employees.
- **Supervisory Activities:** None.
- **Budget Signing Authority:** \$3500
- **Decision-making Authority:** Decisions impact a functional area or department.

Qualifications

Required

- **Education and Related Work Experience:** The following combinations meet the minimum requirements:
 - Two years of college/associate degree in computer science, information technology or a related field and 3 years of work experience troubleshooting computer hardware and software issues.
 - High school diploma/GED and 5 years of work experience troubleshooting computer hardware and software issues.
- Driver's license necessary to drive between district sites.

Preferred

- **Certificates, Certifications, or Other Training:** Apple Global Service Exchange (GSX) agent certification

Knowledge & Skills

Knowledge

- **Basic:**
 - Machines/tools: Machines and tools, including their uses, repair, and maintenance.
 - Safety/Security: Equipment policies, and procedures for the protection of people, data, property, and the organization.
 - Law/Government: Relevant local, state, and national laws and government regulations including KSD Board of Education policy
- **Intermediate:**
 - Accounting: Accounting principles, practices, and the analysis and reporting of financial data
 - Administrative: Administrative and office procedures, functions, and basic office tasks
 - Management: Business/management principles involved in resource allocation, asset management, and coordination of resources.
 - Customer and Personal Service: Principles and processes for providing customer and personal services.
 - Education/Training: Principles and methods for curriculum and training design, teaching and instruction, and measuring training effects
- **Advanced:**
 - Computers/IT: Electronic equipment, and computer hardware and software, including word processing, spreadsheet, presentation software, and incident management software. Knowledge of account creation/management systems such as eDirectory, Active Directory, Microsoft Azure AD, G Suite (Google) Admin, Infinite Campus, Apple School Manager, Mosyle MDM. Basic understanding of relational databases.

Skills

- **Constantly (More than 5.6 hours or 69% of the day):** Speaking, Writing, Active Learning, Critical Thinking, Management of Material Resources, Troubleshooting

- **Frequently (Between 2.6 hours and 5.5 hours or 33% to 68% of the day):** Mathematics, Reading Comprehension, Active Listening, Monitoring, Time Management, Coordination, Instructing, Complex Problem Solving, Equipment Maintenance
- **Occasionally (Up to 2.5 hours or 32% of the day):** Learning Strategies, Judgement and Decision Making, Service Orientation, Systems Analysis, Systems Evaluation, Equipment Selection, Repairing
- **Rarely (Less than 1 hour or 12% of the day):** Science, Management of Financial Resources, Persuasion, Social Perceptiveness, Installation, Operation and Control, Operations Analysis, Programming, Quality Control Analysis, Technology Design

Work Environment and Physical Demands

Physical Activities/Sensory Abilities

- **Constantly (more than 5.6 hours or 69% of the day):** Sitting
- **Occasionally (Up to 2.5 hours or 32% of the day):** Carrying/Lifting, Repetitive Motion, Finger Dexterity, Walking
- **Rarely: (Less than 1 hour or 12% of the day):** Standing, Multi-limb Coordination, Pulling/Pushing, Reaching, Hearing, Color Vision

Mental and Psychological Demands:

- *Medium demands:* The job requires some mental effort and involves moderate levels of stress (e.g., Occasional need to deal with difficult customers or manage emotions when interacting with others, sometimes work under tight deadlines, limited or no exposure to public criticism, occasionally requires extended periods of concentration on complex tasks).

Work Type/Physical Demands

- *Sedentary work:* Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met.

Working Environment

- *Everyday risk and discomfort level:* The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, residences, or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals. The work area is adequately lighted, heated, and ventilated.

EEO Statement

Kirkwood School District is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, age, disability, or sex, including pregnancy, sexual orientation, and gender identity and other characteristics protected by law.

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