

JOB DESCRIPTION

Responsibilities: The IT User Support Coordinator position is responsible for all aspects of the end-user support experience. This position is an integral part in the day-to-day operations providing support, project management and training throughout the District.

Chain of Command

The IT User Support Coordinator works under the direction of IT Department leadership and reports to the Director of Information Technology.

Competencies of the IT User Support Coordinator

- Strong written and verbal communications skills;
- Strong organizational, administrative, interpersonal and time management skills;
- Flexible team player who is time and task oriented;
- Ability to self-direct daily work – demonstrating initiative, perseverance and problem-solving;
- Ability to work under pressure to meet timeline and handling multiple and changing priorities;
- Knowledge of pertinent federal, state, and local laws, codes, rules, regulations, recommendations, codes, and statutes.

Duties and Responsibilities

- Support, manage and maintain day-to-day end user support throughout the District;
- General project management and administration duties;
- Provide training, guidance and mentorship to other User Support employees;
- Regularly work and close department work orders;
- Design and conduct software trials and pilots related to designated systems;
- Maintain and provide documentation for systems and related processes including production of reports;
- Manage small to medium sized projects based on project times and school district schedules;
- Identify new applications, hardware, systems and procedures and be able to bring forth those ideas to department administration;
- Work alongside the department's Network Group on projects and tasks as needed;
- Will need to work after hours, on weekends and on-call as required (24/7);
- Pursue and complete professional growth activities in order to remain current in new technologies;
- Present ideas to other district employees as needed;
- Other duties as assigned.

Minimum Qualifications:

High School Diploma or GED and, based upon assignment, two to four years related experience is required; Bachelor's Degree in a related field is preferred; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Must possess a valid Arizona Driver's License. Must obtain Arizona Fingerprint Clearance Card if recommended for position.

Preferred Qualifications:

- Bachelor's Degree in related field preferred;
- Microsoft/Cisco/CompTIA certifications preferred;
- Strong understanding of common operating systems;
- Ability to diagnose and resolve technical issues related to hardware, software, and networks.
- Prior experience managing a large enterprise infrastructure preferred;

Date Revised

04/08/2025