

Associate Area Technical Coordinator
New Hanover County Schools

Job Description

Class: **Classified**
Division: **Technology**
Dept: **Client Services**

TITLE: **Associate Area Technical Coordinator**

QUALIFICATIONS:

1. High school diploma or equivalent required.
2. Minimum Associate's degree in technical field or one-year equivalent training and/or work experience.
3. Coursework or certifications in Information Technology are strongly preferred.
4. Valid North Carolina driver's license required.

REPORTS TO: Client Services Supervisor / Director of Technology

JOB GOAL: **To provide high-quality front-line and onsite technical support for New Hanover County Schools' technology systems, ensuring reliable access and performance for all users, while assisting in the coordination and maintenance of district-wide IT infrastructure.**

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Follow all NHCS policies, procedures, and applicable state and federal technology-related regulations.
2. Support the help desk team in ticket management and ensure timely communication and resolution of support requests.
3. Monitor trends in work orders and provide feedback and insights on recurring issues and potential improvements.
4. Collaborate with all technical support teams to facilitate quick resolution of more complex issues.
5. While onsite, serves as an initial point of contact for resolving hardware, software, and basic network issues reported by staff and students.
6. Ability to troubleshoot, install, and repair computers, printers, software, and peripheral equipment.
7. Collaborate with the Technology Division to support the deployment, setup, and configuration of devices and systems.
8. Maintain accurate and detailed documentation of support tickets, repairs, inventory, and equipment records.

9. Participate in the receipt, preparation, distribution, and removal of devices and outdated equipment.
10. Actively engage in professional development and stay informed on emerging technology trends and tools.
11. Perform other related duties as assigned by the Client Services Supervisor or Director of Technology.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve-month work year/At Will/FLSA Non-Exempt

Starting Salary and/or Grade: Grade 69

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Strong foundation in computer hardware, modern operating systems, and troubleshooting best practices.
- Strong diagnostic and troubleshooting skills for hardware, software, and network issues.
- Working knowledge of Microsoft 365 applications (Outlook, Excel, Teams, Word, OneDrive, etc.).
- Ability to communicate technical concepts to non-technical users clearly and patiently.
- Strong interpersonal and customer service skills; team-oriented with excellent collaboration abilities.
- Detail-oriented with strong documentation habits and time management skills.
- Ability to research computer / program topics via the internet and other online sources.
- Ability to prioritize tasks and manage multiple responsibilities in a dynamic, service-driven environment.
- Ability to lift up to 50 pounds.