**TITLE: COORDINATOR OF TECHNOLOGY SUPPORT**

**QUALIFICATIONS**

Knowledge of

1. Managing productivity and account platforms such as Microsoft and Google
2. Cybersecurity, data communication and networking concepts.
3. Technical aspects of system design and programming.
4. A variety of computer operating systems such as Windows OS, Apple OS, and Linux.
5. Server technologies such as DHCP and DNS as well as user and policy management such as Group Policy and Active Directory.
6. Various web services including IIS, Apache, SSL certificates, HTML and ASP.
7. Data storage systems including SANs, iSCSI and SATA.
8. Networking theory as it relates to the management of an enterprise LAN/WAN.
9. Management and supervision, including employee selection, evaluation, and training.
10. Current computer hardware, software, systems, and equipment diagnostics.
11. Data processing capabilities and applications pertinent to school districts.
12. School and office procedures particularly as applied to computer applications.
13. Concepts and techniques related to use of integrated database systems.
14. Problems solving methods and interpretation of operating procedures.
15. Systems analysis techniques.
16. Safety rules and regulations for this position.

Ability to

1. Perform complex system design
2. Develop standardization protocols for technology acquisition.
3. Provide technical expertise for system and network planning.
4. Evaluate and configure software and hardware.
5. Install, repair, and upgrade computer software and hardware.
6. Diagnose software and hardware problems and provide solutions.
7. Develop and implement procedures to optimize system efficiency and performance.
8. Operate system hardware and software.
9. Manage complex productivity and user platforms and databases.
10. Manage and control end-user services and platforms with a variety of centralized management tools including scripting and policy platforms such GPO.
11. Provide training and assist users district-wide with software and system problems and in the proper use of equipment and systems.
12. Maintain technology inventories.
13. Perform work to meet established timelines.
14. Be a productive and active team member.
15. Effectively and efficiently supervise a variety of personalities with a minimum of disruption.
16. Work both collaboratively and independently.
17. Communicate effectively in both oral and written form.
18. Handle all matters in a tactful, courteous, and confidential manner to maintain and/or establish good public relations.
19. Establish and maintain effective work relationships with those contacted in the performance of required duties.

Ability to (continued)

20. Establish and maintain effective and continual internal communications with staff members, classified and certificated bargaining units, District and community leaders, and others contacted in the performance of required duties.

Training and Experience

1. Bachelor's Degree in computer science or equivalent preferred.
2. Four or more years demonstrating increasing responsibilities in the management and administration of an enterprise IT environment.
3. Two or more years in working with school-related student information systems and knowledge of classroom and educational applications of technology preferred.
4. Advanced working knowledge of cloud platform management (e.g. Microsoft / Google) and associated scripting and management tools.
5. Advanced working knowledge of Active Directory domains and associated management tools.
6. Advanced working knowledge of user account management and related management tools.
7. Working knowledge and experience in virtual server technologies.
8. Working knowledge of database structures.
9. Advanced knowledge and experience with email systems such as Microsoft Exchange Online.
10. Working knowledge and experience with LAN/WAN technologies, security systems, and protocols.
11. Advanced knowledge and experience with enterprise wireless systems.
12. Possession and maintenance of a valid California Class 3 Driver's License.
13. A work history demonstrating dependability and reliability.

**REPORTS TO:** Superintendent or designee

**SUPERVISES:** Assigned technological and clerical personnel

**JOB GOAL:** To plan, supervise, and coordinate the District's information technology support; assess district-wide needs and develop budget guidelines; provide comprehensive support to schools and all divisions for management and administrative information systems; design, develop and implement plans for district-wide support of technology including software, hardware, and services/platforms; maintain effective triage of all technology support; provide staff development; supervise the set-up and repair of District technology.

## ESSENTIAL FUNCTIONS

1. Coordinates the support operations for all District technology
2. Provides leadership and oversight in determining technology needs within the District and evaluates potential products and services to ensure the smooth operation of District technology.
4. Coordinates and manages account databases and ensures that proper security protocols and practices are adopted to protect District systems.
5. Recommends procedures and policies for access to District systems and platforms.
6. Coordinates the inventory and maintains accurate records of District hardware, software, and systems/platforms.
7. Coordinates with school and district administrators to ensure school site technology support needs are met.
8. Coordinates the creation of staff development and training on District technology systems.
9. Provides leadership and recommendations on technology purchases to support District goals and initiatives.
10. Keeps current in trends and research in technology.
11. Coordinates communication with District and County personnel to help facilitate operations and ensure that information regarding technology systems is highly available.
12. Coordinates and recommends systems, protocols, and practices for data storage.
13. Creates and maintains system and process documentation.
14. Coordinates and maintains licenses, work orders, and support contracts for District.
15. Supervises technology support personnel in the deployment and maintenance of District technology.
16. Consults with appropriate operating units to solve operating problems.
17. Works with District consultants, architects, and other contractors on plans and specifications for technology requirements.

## OTHER FUNCTIONS

1. Develops and presents technology items for information or approval to the Board of Education.
2. Participates in staffing, selection, and evaluation process of all assigned personnel.
3. Maintains effective use of assigned equipment and personnel.
4. Responsible for software licensing and inventory.

## ABILITY TO

1. Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
2. Able to conduct verbal conversation in English.
3. Able to hear normal range verbal conversation (approximately 60 decibels).
4. Able to sit, stand, stoop, kneel, bend, and walk.
5. Able to sit for extended periods of time.
6. Able to climb slopes, stairs, steps, ramps, and ladders.
7. Able to lift up to thirty (30) pounds occasionally.
8. Able to carry up to thirty (30) pounds occasionally.
9. Able to operate office machines and equipment in a safe and effective manner.

**TERMS OF EMPLOYMENT**: Twelve-month work year
Classified Management

**EVALUATION:** Performance of this job will be evaluated in accordance with provisions in the Board's policy on Evaluation of Professional Personnel. The Superintendent or designee will complete the evaluation.

Approved by: Board of Education Date: 5/8/2025

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS A TOBACCO-FREE, DRUG-FREE WORKPLACE**

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS AN EQUAL OPPORTUNITY EMPLOYER**