Job Description
MOORE PUBLIC SCHOOLS

Job Title: **Technology Engagement Coordinator**

Qualifications:

Credentials: Current Oklahoma Teaching Certificate, Valid Oklahoma Driver's License, and acceptable driving record

Education: Bachelor's degree required, Master's degree preferred. Extensive knowledge of curriculum, instruction, and technology required. Prefer a person who has teaching experience in Public Schools (K-12). Experience supporting end users via help desk environment preferred but not required.

Training/Experience Required: Experience as a classroom teacher and/or school librarian required. Experience with supporting teachers and students in the effective use of technology for instruction and student learning and achievement. Installation and configuration of technology systems using computer operating systems for Apple, Windows, and/or Google Chrome. Knowledge and demonstrated experience with supporting end-user computer technology needs, including but not limited to hardware, audio-visual, software, and support, is essential. Knowledge of word processing, spreadsheet, and database programs is necessary.

Special Skills, Knowledge, Abilities:
Knowledge of instructional technology, computer hardware, software, device distribution, device inventory, help desk support/management, technology systems, procedures, policy, and networks is strongly recommended. An incumbent in this position must be flexible, have a positive attitude, be willing to learn, have keyboard entry skills, and have analytical problem-solving abilities. Knowledge and experience in supporting heterogeneous audio-visual hardware and software environments to support classroom instruction is essential, including but not limited to the following devices: interactive whiteboards, projectors, document cameras, and student response systems. Serves as a Technology Services Center liaison with classroom teachers in interfacing district needs with new technologies. Plans and implements training for instructional and other staff in areas related to information technologies and instructional technologies. Consults with instructional staff regarding technology needs on a regular basis. In collaboration with the Director of Technology or designee, plan and implement programs, training, events, and other district initiatives.

Communication Skills (oral, written, or business): Basic communication skills to exchange information, give/receive simple instructions, and respond to inquiries. Includes filling out forms. Must be able to compose correspondence, training, and direct the work of others. The incumbent needs to spell correctly.

Data Recording/Record Keeping: Performs data recording/record keeping operations, determining what changes need to be made to existing records, including computerized records.

Mathematical Skills: Should include algebraic concepts and number systems sufficient for basic computer programming.

Reading and Interpreting: Reads and interprets routine written or printed materials such as basic blueprints, charts, diagrams, maps, or instructional material.

Business Machines (computers, copiers, etc.): Operates complicated business machines requiring formal, specialized training, such as personal computer software with sophisticated retrieval, storage, and merging capabilities. Examples would be designing a spreadsheet, mail merge, and generating reports, or designing macros to simplify the process.

Office Filing and Retrieving: Responsible for establishing and/or maintaining an existing filing system.

Tools and Equipment Usage (other than keyboards or office machines): Use tools or equipment with expertise acquired through extensive experience and/or specialized training (audiovisual devices, printers, scanners, desktops, laptops, tablets).

Job Goals (Purpose of Position): This position develops procedures and plans for technology deployments for staff and students as part of the student technology engagement initiative. This individual manages inventory of these assets, develops and recommends replacement schedules, and develops, coordinates, and implements technology deployment, training, and support. Plans and implements training and consultations about technologies for staff as needed. This position covers planning and delivery of customer support services, including installation, troubleshooting, user assistance, and training. An incumbent in this position will follow generally standardized operating policies and procedures. On occasion, this individual will need to utilize discretion, ingenuity, and independent judgment due to the complexity of the job. Since there may be several ways to solve a problem, an incumbent is empowered to choose the solution based on best practice and in accordance with the servant-oriented vision for the Technology Center team.

Contact with Others: An incumbent in this position has regular contact with other persons within the district and outside the district, which requires tact and diplomacy.

Other Performance Measures: Successful performance of the job requires good customer service/people skills to resolve problems. It requires following safety guidelines and policies to reduce accidents or injuries. It requires following school dress standards, proper attendance and leave policies, and other work habits concerns. Some initiative, self-discipline, and effective problem-solving are necessary for the success of the position.

Essential Job Functions (Performance Responsibilities):
The duties of the Information Systems Specialist may include, but not be limited to the following:
A. General Responsibilities:

1. Shift work hours necessary to meet peak demands of a school district, flexible schedule as needed.

2. Audio-visual, Hardware, and Software to ensure maximum uptime and connectivity with systems.
3. Work with the Systems Administrator to implement new products to enhance the productivity of school sites.
4. Support the hardware and software of district stakeholders to ensure maximum uptime and functionality.

B. Obtaining Quotes and Orders:
1. Maintain Technology's purchasing page.
2. Work with school sites to get needed technology.
3. Work with vendors to get quotes for new hardware and for recertified hardware.
4. Become familiar with emerging technologies to provide recommendations for the Technology purchasing page.

C. Asset Disposal:
1. Work with vendors to coordinate appropriate disposal of technology assets.
2. Remain current regarding best practices, policy, and procedures for technology disposal.

D. Inventory Management:
1. Utilize our management tools to maintain an inventory of hardware and software.
2. Work with our Mobile Device Management (MDM) Specialist to maintain and support software for instructional devices.

E. Deployment:
1. Manage deployment to staff, student-to-device ratio for students grades PK-12.
2. Provide technology training as part of deployment.
3. Provide ongoing support.
4. Develop a check-out system at the beginning of the school year.
5. Develop a check-in system at the end of the school year.

F. Helpdesk:
1. Compile frequently asked questions and place on knowledge base.
2. Use a ticket-based system to track items needing repair.
3. Create a classroom-based helpdesk to support chat tool, walk-in user needs, and phone support.
4. Work with site-based Technology Center support and site contacts.
5. Collaborate with Technology training at post high school level for helpdesk support.
6. Collaborate with Technology Center partners to support ongoing technical support for instructional initiatives.

G. Professionalism:
1. Follow Board of Education policies and regulations.
2. Maintain confidentiality.
3. Exhibit a positive attitude with clients and co-workers.

4. Communicate with the immediate supervisor on problems in the office and at sites that affect the functioning of Information Systems.
5. Continue to develop skills with the resources utilized in the school district and the accompanying networking systems.
6. Continue to update knowledge of new developments in the technology field.

Site: Technology Center

Reports To: Director of Technology or Designee

Physical/Mental Requirements and Working Conditions:
In a workday, the employee must stand/walk for 4 hours per day. Employee's job requires frequent bending/stooping, squatting/crouching, crawling/kneeling, and pushing/pulling; occasional climbing (6-foot ladder) and reaching above the shoulders. Occasional carrying/lifting of up to 50 pounds to move computers and printers. Must possess manual dexterity to assemble or reassemble computers and hardware, printers, monitors, keyboards, etc. Must be able to inspect internal computer parts for faulty components. Must be color-sighted. Must possess hearing to distinguish normal/abnormal sounds that might indicate a computer problem. Must be able to communicate with fellow workers and the public. Employee's job requires working in a vehicle to pick up and deliver equipment. There is always a shock hazard in the working area if not careful.

Terms of Employment:	250 days per year (Normal work hours 7:30-4:00, flexible schedule as determined by Director)
Salary:	To be established by the Board
Evaluation:	Performance of this job will be evaluated in accordance with the provisions of Board policy.

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