Position: Coordinator III - Technology	FLSA: Exempt	Work Days: 223
Reports to: Associate Superintendent/CBO or Designee	Salary: Classified Management Salary Schedule – Range D	

Job Descriptions are intended to present a descriptive list of the range of duties performed by employees in the class. Job Descriptions are not intended to reflect all duties performed within the job.

OVERALL OBJECTIVE AND SUMMARY:

The Coordinator III - Technology plans, organizes, and oversees the daily service operations of the Technology Department. This position provides leadership and accountability for IT service delivery, operations, and system reliability across the district. The Coordinator ensures that technology services are secure, responsive, and aligned with the operational needs of schools and departments, and supervises assigned technical staff in delivering high-quality support and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities may include, but are not limited to, the following:

- Supervise, support, and evaluate staff as assigned; foster a culture of accountability, collaboration, and professional growth.
- Provide leadership aligned with the District's Vision, Goals, Core Values, and Theory of Action for Student Success.
- Plan, organize, and oversee assigned functions to support effective operations, continuous improvement, and alignment with district priorities.
- Use data and evidence to inform decision-making, monitor progress, and drive outcomes through the Cycle of Continuous Learning and Improvement (CCLI).
- Promote equitable access to programs and services and inclusive practices that support the success of all students.
- Maintain compliance with applicable laws, regulations, policies, and collective bargaining agreements.
- Oversee and/or support budgeting, resource allocation, and strategic planning efforts to advance district goals (as applicable).
- Promote safe, positive, and productive learning and working environments
- Oversee IT service delivery team and systems, including Help Desk operations, ticketing workflows, prioritization, and escalation.
- Establish and maintain service delivery standards and processes to ensure consistent and responsive support across the district.
- Monitor service requests and incident resolution; analyze trends and implement improvements to service performance.
- Ensure effective coordination of service requests, incidents, and operational workflows across technology teams.
- Lead incident management processes to ensure timely communication, escalation, and resolution of service disruptions.
- Monitor system and service performance through data, reporting, and dashboards to identify trends and areas for improvement.
- Oversee device and endpoint management processes, including provisioning, inventory tracking, and lifecycle coordination.
- Develop and maintain operational procedures, documentation, and service protocols.
- Coordinate with technical staff and vendors to ensure alignment of services, priorities, and operational needs.
- Support disaster recovery processes, including coordination of backups and system recovery efforts.
- Assist the Executive Director of Technology in operational planning, including the development of service priorities and improvement strategies.
- Assist in the development and monitoring of technology budgets, including tracking expenditures and supporting resource planning.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices related to the technical aspects of the assigned department.

- Federal, State, and local laws, regulations, Education Code provisions, and collective bargaining agreements applicable to assigned departments.
- District organization, operations, policies, goals, and objectives.
- Recordkeeping, office organization, and standard administrative practices.
- Proper English usage, including grammar, spelling, punctuation, and vocabulary.

Ability to:

- Communicate effectively orally and in writing and build effective working relationships with diverse audiences, including staff, students, families, community partners, and stakeholders.
- Exercise sound judgment in problem-solving, conflict resolution, and decision-making.
- Adapt to changing priorities and organizational needs with flexibility and professionalism.
- Manage budgets and allocate resources in alignment with district priorities, as applicable.

PHYSICAL ABILITIES

Positions in this classification typically require the following physical abilities to successfully perform the essential functions of the job, with or without reasonable accommodation:

- **Mobility:** Ability to sit, stand, and walk for extended periods of time. Ability to move throughout district facilities, school sites, offices, warehouses, and community locations as required.
- **Manual Dexterity:** Sufficient fine motor skills to operate a computer, keyboard, mouse, tablet, telephone, and other standard office equipment. Ability to write, type, review, and prepare documents accurately.
- **Vision:** Ability to read printed materials and electronic documents, review data, and analyze reports. Adequate visual acuity to utilize computer screens for extended periods and observe site conditions.
- **Hearing and Speech:** Ability to hear and understand conversations in person, over the telephone, and through virtual platforms. Ability to speak clearly to participate in meetings and direct communication with individuals and groups.
- **Lifting/Carrying:** Ability to occasionally lift, carry, push, or pull materials and equipment typically up to 25 pounds.
- **Reaching/Bending/Stooping:** Ability to bend, stoop, reach, and stretch as required.
- **Travel:** Ability to travel between district sites, community locations, and external meetings. May require operation of a personal or district vehicle.
- **Work Environment Tolerance:** Ability to work in standard office settings as well as school, operational, warehouse, or outdoor environments, which may include moderate noise levels and varying temperatures.
- **Extended Work Hours:** Ability to work extended hours, evenings, and occasional weekends as required for meetings, events, emergencies, or operational needs.

EDUCATION AND EXPERIENCE

Any combination of experience and training that would likely equip someone with the required knowledge and abilities could qualify them for this position. A typical way to obtain the knowledge and abilities would be:

- Education: Equivalent to a Bachelor’s degree from an accredited college or university with major course work in education, education administration, public administration, or a related field.
- Experience: Five years of increasingly responsible experience in information technology, including work in technology operations, service delivery, infrastructure, or systems support.

LICENSES AND CERTIFICATES

- Valid California driver’s license required