

JOB DESCRIPTION

JOB TITLE District Support Coordinator	DEPT/SECTION Technology and Information Services
TITLE OF IMMEDIATE SUPERVISOR Director of Technology	BAND/GRADE 12
JOB SUMMARY Oversees the district support team, which provides internal customer service to all schools and departments within the district. This team includes Senior Technicians, Technicians, and AV Technicians. Works collaboratively with other the other technology coordinators and specialists to trouble shoot escalated issues and manage project implementation. Communicates effectively throughout the organization to build relationships and meet the needs of internal customers. Develops a continuous improvement plan for the Support Group and measure success while continuing to remain aware of best practice and new developments in the field of technology.	

TASK/DESCRIPTION
<ol style="list-style-type: none">1. Manages all district support work and technology support personnel across the district.2. Effectively communicates relevant IT-related information across the district and the tech team.3. Provides expertise and management in planning and implementing major modifications to the technical infrastructure and management tools used to support the district.4. Creates and executes project plans. Revises plans as appropriate to meet changing needs and requirements while minimizing risk or exposure on projects.5. Manages day-to-day operational aspects of projects and identifies and assigns individuals and resources as needed.6. Measures the effectiveness of the district support team and makes adjustments as necessary while continuously seeking opportunities to increase internal client satisfaction and deepen client relationships.7. Supervises the Senior Technicians and Technicians while encouraging individuals to take on leadership roles, grow and develop professionally, and increase value to the organization.8. Plans and facilitates regular meetings of the technical support staff.9. Maintains an accurate inventory of technology systems for end users and works with the Technology Director to maintain licensing compliance.10. Coordinates online technical support resources including interfaces to the service desk, automation tools, remote support services, virtualization tools, FAQs, and other documentation.11. Remains on the forefront of emerging technology and recommends to the coordinators and director how they may be used to support our internal customers.

12. Performs other duties as assigned by the Director of Technology or as apparent.

QUALIFICATIONS

Specific training or job experience required before appointment:

- 4 year college degree applicable to the job duties required
- 2-3 years of experience in Information Technology Support required
- Excellent project management skills required
- Strong problem solving, communication, and systems thinking skills required
- Experience supervising and managing a team desired
- Knowledge of multiple operating systems and technology management tools
- Demonstrated ability to provide customer service at all times and resolve conflicts under pressure

ORGANIZATIONAL RELATIONSHIPS

