

SCHOOL DISTRICT OF ALACHUA COUNTY

COORDINATOR -- TECHNICAL SUPPORT

JOB DESCRIPTION

FLSA:	Exempt	BARGAINING UNIT ELIGIBILITY:	No
PAY GRADE:	28	SALARY SCHEDULE:	Professional/Technical

QUALIFICATIONS:

- (1) Associates Degree with major course work in computer science from an approved accredited educational institutions;
- (2) Four (4) years progressively responsible experience in computer operations or technical support of a medium scale computer system; or
- (3) An equivalent combination of education and experience.

KNOWLEDGE, SKILLS AND ABILITIES:

Ability to work effectively with users who have varying technical skills. Broad working knowledge of computer systems and applications used in the District. Excellent interpersonal skills. Ability to analyze a diverse range of technical problems. Ability to select and implement technical support systems. Ability to develop departmental technical procedure manuals. Ability to communicate effectively both orally and in writing. Ability to establish and maintain effective working relationships with staff, administrators, and outside agencies.

REPORTS TO:

Supervisor I -- Technical Support

JOB GOAL

To coordinate technical support for the District's computer, network, voice and data communications systems.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

- *(1) Coordinate the operation of the technical support Help Desk.
- *(2) Work with MIS and programming teams to determine and recommend procedures to improve the level of service to users.
- *(3) Research and implement systems to improve technical support capabilities.
- *(4) Assist in the development of departmental technical procedure manuals.
- *(5) Setup user security for the District.
- *(6) Serve on district, state or community councils or committees as assigned or appropriate.
- *(7) Attend training sessions, conferences and workshops as assigned or appropriate to keep abreast of current practices, programs, and legal issues.
- *(8) Provide leadership and direction for assigned areas of responsibility.
- *(9) Set high standards and expectations and promote professional growth for self and others.
- *(10) Utilize appropriate strategies and problem-solving tools to make decisions regarding planning, utilization of funds, delivering services and evaluation of services provided.

COORDINATOR -- TECHNICAL SUPPORT (Continued)

- *(11) Adhere to applicable safety standards.
- *(12) Attend all staff meetings and workshops.
- *(13) Assist with maintaining a clean and orderly environment.
- *(14) Be knowledgeable of and adhere to Board policies and departmental procedures.
- *(15) Communicate effectively with the public, staff members, students, parents, administrators and other contact persons using tact and good judgment.
- *(16) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action. Keep supervisor informed of potential problems or unusual events.
- *(17) Demonstrate initiative in the performance of assigned responsibilities.
- *(18) Demonstrate support for the school district and its goals and priorities.
- *(19) Exhibit interpersonal skills to work as an effective team member.
- *(20) Follow attendance, punctuality and proper dress rules.
- *(21) Maintain confidentiality regarding school/workplace matters.
- *(22) Maintain expertise in assigned areas.
- *(23) Manage time efficiently.
- *(24) Model and maintain high ethical standards.
- *(25) Participate in cross-training activities as required.
- *(26) Participate successfully in the training programs offered to increase skill and proficiency related to assignment.
- *(27) Prepare all required reports and maintain updated and accurate records.
- *(28) Respond to inquiries and concerns in a timely manner.
- *(29) Represent the District in a positive and professional manner.
- *(30) Perform other duties as assigned.

**Essential Performance Responsibilities*

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

- Salary and benefits shall be paid consistent with the Board's approved salary schedule.
- Length of the work year and hours of employment shall be those established by the Board.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Addendum No. 07

Adopted 10/19/10