



COORDINATOR, TECHNICAL APPLICATIONS

GENERAL RESPONSIBILITIES

Provide direction to and supervise field services technical team(s) and serve as a bridge between the Technical Services division and the Instructional Technology division involving technical matters that directly affect instruction and the provision of technical assistance and training to the Technology Support Technicians in the schools.

ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Review all outstanding requests for service on a daily basis; meet with field technical staff to review outstanding requests and determine priorities for services; provide weekly reports to the Director of Technology.
- Advise upper management on issues arising from product problems identified through technical support calls with customers.
- Handle customer problems that require escalation.
- Plan and schedule levels of support according to product release schedules and service-level agreements.
- Design and implement solutions that allow the rollout and management of software; assist the network administrator team as needed.
- Review technical specifications for software and web resources.
- Approve or disapprove the installation of specific instructional software or web resource based on functional needs in the instructional environment, administrative needs of the division, and technical specifications.
- Coordinate ordering, provisioning, delivery and installation of large computer purchases.
- Complete, maintain and process pertinent paperwork and records, including employee performance reviews.
- Review requests to survey (dispose of) computers and related hardware.
- Consult with and/or assist outside vendors of specific software programs or issues related to installation on servers and/or workstations.
- Coordinate implementation and rollout of instructional applications.
- Prepare special reports related to instructional computers, networking, or field support activities and needs as assigned.
- Prepare special reports or administer special projects related to instructional networks and/or various computers.
- Collaborate with other DOT teams, Customer Support Center, and Instructional Technology Coordinators to ensure an efficient provisioning of services to the schools and departments.
- Recommend specific computer and printer models for instructional use based on the instructional needs of teachers and students.
- Download workstation anti-virus updates from the Internet and upload them to all school file servers.
- Provide training, oversight, and management of the Technology Support Technician program.
- Perform other related work as required.



KNOWLEDGE, SKILLS AND ABILITIES

Advanced knowledge of microcomputer hardware (including peripheral equipment) and software packages, communication and network technology, and of the curriculum and instructional program; demonstrate ability to supervise staff, and provide technical advice and guidance to others; advanced knowledge of instructional as well as technical matters; thorough knowledge of the methods and practices used in providing required control and security of all data input and output in the system; ability to develop procedures for the performance of all computer system operations; ability to establish and maintain effective working relationships with associates and users; ability to prepare reports and communicate technical information effectively both orally and in writing.

EDUCATION AND EXPERIENCE

Bachelor’s Degree. Successful experience in a K-12 environment. Demonstrate technical skills and knowledge in using computers and related technology. Technical certifications for computer hardware and software support.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, pushing, and pulling.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver’s license

FLSA status: Exempt	Description: Rev. 12/2016
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