

Fairfield County Educational Service Center

JOB DESCRIPTION

Title: Technology Coordinator

Qualifications:

- High School Diploma; Post-Secondary Training or Associate's Degree (preferred)
- Strong Computer Background (preferably in an educational setting).
- Strong network/server background and skills to maintain, implement, and integrate hardware, software, and web-based applications.
- Knowledge of Microsoft Windows Operating Systems, Servers, and Networking.
- Knowledge of Apple Hardware and Software, as needed.
- Knowledge of Microsoft Office Suite and Various Publishing/Media Programs.
- Knowledge of various types of peripheral technology equipment and skills/abilities to set-up, maintain, and trouble-shoot these devices.
- Knowledge of Google Chromebooks and various Google Applications.
- Ability to provide technology professional development and to train staff in the daily use of technology.
- Demonstrated ability to provide leadership to ESC employees and our partner districts.

Reports To: Superintendent and/or Designee

Job Goal: To provide the maintenance, implementation, technology support, integration of network, hardware, software, web-based applications, and professional development both within the main office and with agency directed programs and units located in partner districts.

Essential Functions:

1. Provides on-site and remote network support.
2. Configures, maintains, installs and troubleshoots the ESC's network infrastructure, local and wide-area, wired and wireless network components as well as network-defined peripherals.
3. Performs routine maintenance on network equipment, peripherals, operating systems, and software.
4. Maintains operating system definitions, user batch reports, file recovery, user cleanup, user and group system rights and other activities regarding systems integrity and functionality.
5. Proactively recommends system upgrades to minimize or avoid failures or down time.
6. Recommends new equipment and/or upgrades, maintains quotes, prepares purchase requisitions, and manages receipt of new equipment and software.
7. Researches and evaluates network hardware/software as needed. May serve as subject matter expert for technology related to specific projects assigned Superintendent/Designee.
8. Recommends procedures and/or services that may be beneficial to improve productivity and/or conserve financial resources.
9. Manages and supports Google Chromebooks and various Google applications.
10. Works professionally with support vendors to open and resolve technical issues.
11. Negotiates service and technology agreements with vendors.
12. Installs, maintains, troubleshoots and supports approved software.
13. Creates and tests standard images for all workstations.
14. Maintains agency web-site and applications associated with the agency's website.
15. Provides support for connectivity of distance learning transmissions.
16. Implements security procedures, software and policies to keep the district network and data secure from internal and external threats.
17. Troubleshoots, researches, and resolves virus and spyware issues.
18. Provides support for telephone, printers, and copying machines.

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19. Provides technical support and expertise to all ESC personnel and serves as a resource person, able to respond to questions about technology (hardware and software).
20. Provides professional development to teachers, staff, and administrators within the agency and (as necessary) to participating/contracting districts.
21. Promotes the sharing of innovative and successful strategies, models and resources among clients, partners and internal colleagues.
22. Maintains an inventory management system of all technology. Keeps an accurate inventory of hardware, appliances, and software on the network.
23. Promotes the ethical use of technology.
24. Participates in local and state conferences, meetings, and programs to keep current with network, software and instructional technology needs and trends.
25. Other duties as assigned by Superintendent or designee.

Required Knowledge, Skills, Attitudes, and Other Responsibilities

1. Ability to work effectively with others.
2. Ability to communicate ideas and directions clearly and effectively both orally and in writing.
3. Ability to organize and solve problems independently.
4. Ability to generate correspondence independently.
5. Respects confidences shared by the staff and operates in a discreet manner in all related matters.

Additional Working Conditions

1. Occasional exposure to blood, bodily fluids, and tissue.
2. Occasional operation of vehicle under inclement weather conditions
3. Occasional alternative/flexible hours/days.
4. Occasional travel.
5. Occasional interruption of duties by staff and/or telephone.
6. Frequent lifting and or carrying items up to 44 pounds.
7. Occasional lifting or carrying of heavy equipment weighing 45 pounds or over.
8. Frequent movement of the wrists, hands, and/or fingers for sustained periods of time.
9. Frequent visual use for seeing and reading PC screens (fine and normal size print) and detecting color coding.
10. Frequent sitting for sustained periods of time.

Note: The above lists are not ranked in order of importance.

This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed by the incumbent. The incumbent will be required to follow the instructions and perform the duties required by the incumbent supervisor, appointing authority.

Superintendent or designee

Date

My signature below signifies that I have reviewed the contents of my job description and that I am aware of the requirements of my position.

Employee Signature

Date

Board Approved: August 1, 2017