



Middletown City School District Job Description

Technology Coordinator

Qualifications

- **Education:** Bachelor's degree in Information Technology, Computer Science, Information Systems, Educational Technology, or a related field; or an equivalent combination of education and relevant experience.
- **Experience Requirements:**
 - **Minimum 2 years** of experience in database administration, system administration, IT supervision, or a related technology field.
 - **Minimum 2 years** of experience with network architecture, server/cloud operations, hardware lifecycle management, and enterprise technology systems.
 - **Minimum 2 years** of direct experience managing network filtering systems, cybersecurity tools, or related technology security systems.
 - Demonstrated experience supporting software applications, cloud-based services, educational technology, and the integration and exchange of data among systems.
- **Knowledge:** Enterprise technology systems, instructional technology environments, cybersecurity principles, data privacy requirements, including FERPA and COPPA, network infrastructure, cloud services, and technology lifecycle management.
- **Core Competencies:** Budget management, project coordination, vendor management, technical documentation, problem solving, organization, collaboration, customer service, and clear communication with technical and non-technical staff.
 - **Clearances:** Successful completion of required BCII and FBI background checks, as applicable.

Reporting

Middletown City School Business Manager

Job Summary

The Technology Coordinator provides leadership and technical direction for Middletown City School District's technology infrastructure, cybersecurity, instructional technology, applications, and technology support services. This position oversees network and cloud systems, device and asset management, cybersecurity, data privacy, help desk operations, technology projects, and system integrations. The Technology Coordinator manages technology resources and budgets, coordinates vendors and service providers, supervises assigned technology staff, and works collaboratively with district administrators and staff to provide a secure, reliable, effective, and continuously improving technology environment that supports teaching, learning, student services, and district operations.

Performance Responsibilities

1. Technology Leadership, Network Administration & Cloud Infrastructure

- Provide leadership and technical direction for district technology initiatives, projects, standards, procedures, and long-term technology planning.
- Administer and support district-wide network architecture—including routing, bandwidth, access points, connectivity, and security policies
- Oversee identity and device management including Google Workspace, Microsoft Azure and Google Workspace

- Monitor system performance, availability, capacity, alerts, and error conditions and coordinate appropriate corrective action.
- Maintain current network topology maps, system configurations, critical-service documentation, data links, and external vendor integrations.
- Coordinate system maintenance, operating system updates, security patches, software upgrades, and configuration changes.
- Provide or coordinate secondary-level technical support for complex hardware, software, operating system, networking, connectivity, application, and systems issues.
- Assist with district, state, and other technology-dependent testing requirements by coordinating technical readiness, equipment, network capacity, and troubleshooting.
- Assist with E-Rate submissions, planning, compliance, and related documentation.

2. Cybersecurity, Data Privacy & System Protection

- Manage enterprise endpoint security
- Oversee network filtering, data privacy controls, user access, authentication, authorization, and other security practices designed to protect district systems and information.
- Coordinate the creation, modification, deactivation, and appropriate access levels of user accounts and support password, multifactor authentication, and privileged-access security practices.
- Monitor and respond to cybersecurity alerts, vulnerabilities, and technology-related security incidents in accordance with district procedures.
- Maintain off-site/cloud backup media and assist with testing and implementation of backup, recovery, business continuity, and disaster recovery procedures.
- Assist in evaluating security and privacy implications of technology products and services prior to purchase or implementation.
- Support compliance with applicable federal and state requirements and district policies related to cybersecurity, student data privacy, records, and technology use.
- Assist Human Resources with security camera footage reviews for investigations while maintaining strict confidentiality.

3. Data, Applications & Instructional Technology

- Provide or coordinate support for district databases, information systems, cloud applications, enterprise software, and instructional technology platforms.
- Monitor application and database performance and coordinate resolution of issues as appropriate.
- Assist with authorized data integrations, transfers, imports, exports, and exchanges between district systems and approved third-party providers. Experience with scripting and programming languages to integrate dissimilar data and systems.
- Maintain documentation of system integrations, data flows, interfaces, and related technical processes.
- Support classroom technology, staff devices, student devices, presentation systems, testing environments, and other district-supported instructional technology.

- Assist administrators and instructional leaders with the evaluation, implementation, support, and retirement of instructional technology systems and applications.
- Provide technical guidance to staff regarding the appropriate and effective use of district-supported technology.
- Promote consistent technology standards and practices while supporting instructional and operational needs.

4. Emerging Technology & Artificial Intelligence

- Monitor developments in artificial intelligence, educational technology, cloud services, cybersecurity, and other emerging technologies relevant to K–12 education and district operations.
- Assist district leadership in evaluating emerging technologies based on instructional or operational value, security, privacy, accessibility, compatibility, cost, and district requirements.
- Assist in establishing appropriate practices, safeguards, procedures, training, and communication regarding district-approved artificial intelligence and emerging technologies.

5. Department Supervision & Technology Support Services

- Directly supervise, schedule, provide technical direction to, and evaluate the Network/Server Supervisor and assigned System Support Technicians in accordance with district policies.
- Coordinate work priorities and assignments to address district technology needs and promote teamwork, accountability, professional development, and continuous improvement.
- Direct help desk operations, monitor support ticket activity and trends, and recommend improvements to support processes and service delivery.
- Provide technical assistance and support to technology personnel and staff when issues require additional expertise or escalation.
- Promote responsive, professional, and customer-focused technology support throughout the district.
- Work cooperatively with technology department personnel, administrators, staff, vendors, and service providers to resolve issues and implement effective technology solutions.

6. Technology Assets, Budget, Purchasing & Vendors

- Establish and maintain processes for technology inventory, deployment, assignment, collection, replacement, transfer, and disposition.
- Maintain accurate records of district technology equipment, devices, software, licenses, and other technology resources.
- Develop technology lifecycle and replacement recommendations based on age, condition, performance, security, supportability, and available resources.
- Standardize district device imaging, hardware refresh cycles, classroom technology lifecycles, and secure asset disposition/recycling processes.
- Ensure district information is appropriately protected or removed prior to reassignment or disposal of technology equipment.
- Manage the technology budget in coordination with the Treasurer and Business Manager, including purchase orders, requisitions, inventory checks, and expenditure monitoring.
- Develop and present purchasing recommendations considering district needs, compatibility, security, privacy, support, and total cost of ownership.

- Assist with administration and monitoring of technology contracts, licenses, subscriptions, warranties, maintenance agreements, and vendor services.
- Communicate with vendors and service providers regarding technology products, services, support issues, and contractual obligations.

7. Project Coordination, Documentation & General Responsibilities

- Coordinate assigned technology projects and monitor implementation, timelines, resources, communication, testing, and follow-up.
- Serve as a liaison among district administrators, staff, technology personnel, vendors, service providers, and other stakeholders regarding technology-related matters.
- Prepare reports, recommendations, presentations, technical documentation, and other information for district administration as requested.
- Maintain accurate technical records, procedures, documentation, and organized electronic and physical files necessary for efficient operation and continuity of technology services.
- Maintain professional confidentiality and appropriately safeguard confidential student, employee, financial, and district information.
- Uphold district policies, procedures, technology standards, acceptable-use requirements, and applicable laws and regulations.
- Maintain current professional knowledge through training, professional development, and awareness of evolving technology practices.
- Participate in technology-related emergency response, business continuity, and incident response activities as assigned.
- Provide on-call emergency troubleshooting and be available outside normal work hours when reasonably required by the Superintendent or Designee to address critical technology, network, cybersecurity, or systems issues.
- Perform other duties as assigned by the Superintendent or Designee for the purpose of ensuring the efficient, secure, and effective operation of the district's technology environment.

Other information associated with this position

Additional working conditions may include:

- **Physical Effort:** Frequently required to sit, stand, walk, reach, and stoop. Occasional lifting, pushing, or pulling of equipment up to 40 lbs. (up to 100 lbs. on wheels).
- **Travel & Environment:** Travels to various district sites for support; occasional exposure to inclement weather conditions during travel.
- **Interpersonal Requirements:** Regular interaction with administrators, staff, students, vendors, service providers, and members of the school community. May occasionally interact with upset or unruly individuals. Must maintain confidentiality, professionalism, sound judgment, and appropriate conduct under pressure.

Status: Exempt

Employment Status: 225 days

This job description is only to be interpreted as a basic guideline of your job responsibilities. As a district we require employees to perform duties as assigned that may not appear on this job description. District personnel will be required to follow the instructions and perform the duties required by their supervisor, appointing authority, or designee.