

MONROE COUNTY SCHOOLS POSITION DESCRIPTION

Title: Technology Area Coordinator

GENERAL DESCRIPTION

The essential function of the position within the organization is to provide Tier II technical support and assistance in the installation, maintenance and troubleshooting of technology used districtwide. This position is to act as a liaison between Technology Technicians and District IT System Admins. This position will coordinate area wide technology deployments, support and training. The position is responsible for assisting IT staff in determining technology needs. This position is responsible to perform related work as assigned. The position works under general supervision.

Primary Duties:

This list represents the essential tasks performed by the position. These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other duties as assigned.

*Can perform all duties included on the Job description of Technology Technician.

Monitors tech request submitted by Technology Technician.

Provides Tier II Support to Technology Technicians

Escalates high impact request to IT System Admins.

Communicates high impact or trending request to IT Operations Manager.

Coordinates technology deployments for districtwide equipment refresh projects.

Coordinates classroom technology related needs for schools under construction.

Operates Broadcast equipment for School Board Meetings.

Collaborates with Board Secretary to meet technology requirements for meetings.

Maintains local Cable channel and internet live streams.

Provides training and support for In-School IPTV coordinator.

Provides training and support to technology technicians for digital signage equipment.

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Provides training and support to technology technicians for classroom audio enhancement systems.

Trains Technology Technicians on operations of centralized deployment management systems and other IT management systems.

Collaborates with IT System Administrators to create and deploy scripts to automate IT processes on devices.

*Communicates with the district staff to determine technology requirements; provides recommendations for technology system development and implementation as appropriate.

*Maintains accurate inventory records of equipment, software, materials and supplies as needed.

*Provides network, e-mail, hardware and desktop support for staff

*Installs, configures, tests and maintains software and hardware for instructional and business operations;

*Installs, configures, tests and maintains networking components, including servers, switches and routers.

*Troubleshoots problems with equipment and systems; makes adjustments and repairs as necessary and/or works with service representatives to resolve hardware and software problems.

Setup projectors, sound systems, laptops, wireless access devices and other technical equipment for special events.

Attends training, webinars and conferences as necessary to maintain and enhance job knowledge and skills.

Prepares various records and reports as required by IT Operations Manager.

Performs routine administrative/office tasks as required, including but not limited to processing work orders, preparing reports and correspondence, copying and filing documents, answering the telephone, entering and retrieving computer data.

Other Duties:

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Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Employees are expected to fulfill other duties as assigned.

GENERAL RESPONSIBILITIES AND REQUIREMENTS

Data Responsibility:

"Data Responsibility" refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

People Responsibility:

"People Responsibility" refers to individuals who have contact with or are influenced by the position.

Provides assistance to people in achieving task completion; may instruct and supervise assistants as assigned.

Assets Responsibility:

"Assets Responsibility" refers to the responsibility for achieving economies or preventing loss within the organization.

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management or handling of supplies of high value or moderate amounts of money.

Mathematical Requirement:

"Mathematics" deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

Uses basic algebra calculating variables and formulas, and/or basic geometry, calculating plane and solid figures; may compute discounts, interest, ratios and proportions, and percentages.

Communications Requirements:

"Communications" involves the ability to read, write, and speak.

Reads technical instructions, charts, and/or procedures manuals; composes routine reports and completes job forms; speaks compound sentences using standard grammar.

Complexity of Work:

"Complexity of Work" addresses the analysis, initiative, ingenuity, creativity, and concentration required by

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the position and the presence of any unusual pressures.

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

Impact of Decisions:

"Impact of Decisions" refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

Makes decisions with moderate impact - affects those in work unit.

Equipment Usage:

"Equipment Usage" refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

Coordinates the handling of machines, tools, equipment, or work aids involving extensive latitude for judgment regarding attainment of standard or in selecting appropriate items.

Safety of Others:

"Safety of Others" refers to responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

EDUCATION AND EXPERIENCE REQUIREMENTS

Education Requirements:

"Education Requirements" refers to job specific training and education required for entry into the position.

Requires a minimum of a high school diploma or GED.

Prefers college degree or vocational school education in related field or applicable industry certifications.

Licenses Certifications Registrations Required:

"Licenses, Certifications, and Registrations" refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

Requires a valid state driver's license.

May require specific technical certifications as deemed necessary by supervisor.

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Experience Requirements:

"Experience Requirements" refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.

Requires two years of related experience.

A comparable amount of training, education or experience can be substituted for the minimum qualifications.

AMERICANS WITH DISABILITIES REQUIREMENTS

Physical Demands:

"Physical Demands" refers to the requirements for physical exertion and coordination of limb and body movement.

Requires light to medium work involving standing or walking most of the time, exerting up to 50 pounds of force on a regular basis, and considerable skill, adeptness, and speed in the use of the fingers, hands, or limbs in tasks involving close tolerances.

Unavoidable Hazards:

"Unavoidable Hazards" refers to unusual conditions in the work environment that may cause illness or injury.

The position is exposed to bright/dim lights, dust or pollen, electrical shock, heights, traffic.

Sensory Requirements:

"Sensory Requirements" refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.

The position requires normal visual acuity and field of vision, hearing and speaking abilities, color perception.

American With Disabilities Act Compliance:

ADA requires the District to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Term of Employment:

Annual Contract

Reports To:

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IT Operations Manager

Supervises:

N/A

PAY GRADE: From: DSIV To:

Exempt

Number of Months: 12 Number of Days: 254 Hours: 8

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

Board Approved 6/14/2022