

Position Description

INFORMATION TECHNOLOGY SUPPORT COORDINATOR

JOB SUMMARY:

Under the direction of the Director of Technology, the IT Support Coordinator is responsible for performing administrative duties that ensure the effective and efficient operations of the technology department. This includes: disseminating information to staff, technology purchasing and budget tracking, account management and providing basic end user support in the operation and administration of the district's hardware and software systems. Administrative system functions include (but not limited to): financial management systems, student information management, special education systems, nursing software, library automation system, internal and external communications systems (email, internet, etc) and office support.

JOB FUNCTIONS:

- Provide end user training and support for district wide application/software systems for district and school administrative and support staff including guidance offices, food service locations, nurses and transportation office. Escalates repair and maintenance issues of these systems to District technical personnel.
- Manage and support Google Workspace for Education accounts for all district employees.
- Create user accounts for software systems based on end user responsibilities and needs.
- Under the direction of the Director of Technology, purchase and track all technology hardware, software licensing and maintenance agreements for the district.
- Assist the Director of Technology with budgeting and management of budget acquisitions and invoice processing.
- Assist with district end of year roll over for assigned software applications such as PowerSchool, Snap and Destiny.
- Performs all NH SSO Security management functions.
- Integrate student data into a variety of database and online software systems via import and export functions, including student scheduling and enrollment.
- Assist in providing instruction and disseminating information to staff pertaining to system downtime, system upgrades/updates and report new system software features to staff.
- Design, develop and maintain custom reports and forms for a variety of databases and projects.
- Assist in the planning, development, and management of other systems as required, and provide ongoing support for users.
- Provide assistance and support to staff, and to guests when requested, on a variety of issues.
- Attend workshops, conferences, training approved by the Director of Technology to improve the skills and knowledge needed to perform the assigned duties.
- Perform such other tasks and assume such other responsibilities as the Director of Technology may assign.

QUALIFICATIONS:

- **Education**

- Bachelor's degree (preferred) or equivalent work experience.

B. Experience

- Experience with Apple and Windows operating systems. Advanced knowledge of databases, spreadsheets, and word processing. Advanced experience with student information systems (PowerSchool preferred) and the integration with other database systems. Experience with i4see State Reporting a plus. Experience with Google Workspace for Education, Google Sites and Gmail. Overall, a minimum of 3-5 years of experience in a technology support capacity.

C. Other Considerations and Requirements

- Good interpersonal skills necessary for extensive interaction with school staff.
- Ability to communicate needs in non-technical language and in a clear and understandable fashion.
- Excellent organizational skills with the ability to work on multiple projects and/or assignments simultaneously.
- Ability to instruct others in all the school's data based applications
- Excellent written and verbal communication skills.
- Ability to work with all stakeholders in a collaborative and effective manner.
- Maintains a valid driver's license and reliable transportation.

TERMS OF EMPLOYMENT:

260 Day Contract

REPORTS TO:

Director of Technology

EVALUATION:

In accordance with district procedures.

PHYSICAL ACTIVITY REQUIREMENTS:

Primary Physical Requirements:

1. Lift up to 10 lbs.:	Frequently required
2. Lift 11 to 25 lbs.:	Occasionally required
3. Lift 25 to 50 lbs.:	Rarely required
4. Lift over 50 lbs.:	Not required
5. Carry up to 10 lbs:	Frequently required
6. Carry 11 to 25 lbs:	Occasionally required
7. Carry 26 to 50 lbs:	Rarely required
8. Carry over 50 lbs:	Not required
9. Reach above shoulder height:	Occasionally required
10. Reach at shoulder height:	Occasionally required
11. Reach below shoulder height:	Occasionally required
12. Push/Pull:	Occasionally required

Hand Manipulation:

1. Grasping:	Occasionally required
2. Handling:	Occasionally required
3. Torquing:	Occasionally required
4. Fingering	Frequently required
All technology systems	

Other Physical Consideration:

1. Twisting:	Rarely required
2. Bending:	Occasionally required
3. Crawling:	Rarely required
4. Squatting:	Rarely required
5. Kneeling:	Rarely required
6. Crouching:	Rarely required
7. Climbing:	Rarely required
8. Balancing:	Rarely required

Work Surface (s):

Varies from carpeting, linoleum to tile.

During the Work Day, Employee is Required to:

Sit: 4 hrs Stand: 2 hrs Walk: 2 hrs

Cognitive and Sensory Requirement(s):

1. Talking:	Necessary for communicating with others.
2. Hearing:	Necessary for receiving instructions and inquiries.
3. Sight:	Necessary for performing job effectively and correctly.
4. Tasting and Smelling:	Not required.