

## JOB DESCRIPTION

Job Title: IT Training & Knowledge Coordinator  
Job Family: Technology Services  
Pay Program: Professional/Technical  
Prepared/Revised Date: September 2025

FLSA Status: **Exempt**  
Pay Range: **5**  
Work Year: **248 days**

### **SUMMARY:**

The IT Training & Knowledge Coordinator designs, builds, and sustains a comprehensive knowledge management system for district technology processes, procedures, and best practices. The role develops strategies and training materials to ensure effective knowledge access and transfer to district stakeholders; facilitates DTS staff skills training and certification pathways so expertise keeps pace with technology and district needs; and coordinates training efforts with departments to drive effective use of existing and newly adopted digital tools - while assisting with clear upskilling pathways for staff. This position serves as coordinator of IT training efforts and collaborates across DTS teams and partner departments.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (Frequency of duties, percent of time, and work year may vary by assignment.)*

Job Tasks Descriptions	Frequency	% of Time
Serves as the technical training coordinator for enterprise systems supporting both technical staff and system users. Analyzes data to determine training needs; develops, coordinates delivery and executes technical training programs, including knowledgebase documentation, training materials and presentations. Identifies organization-wide training needs in relation to digital products and IT processes; develops, maintains, and implements training strategies for schools, departments, and DTS teams to ensure adherence to technology policies, procedures, and best practices.	D	25
Builds and continuously improves the district's technology knowledge base, ensuring accuracy, version control, taxonomy/metadata, and accessibility. Collaborates with subject matter experts to ensure content accuracy, relevance, and alignment with operational procedures and service standards. Translates highly complex technical documentation into easy-to-understand formats for end users. Partners with process owners to keep the staff portal current.	D	20
Coordinates timely, role-based training programs that elevate capabilities for both DTS staff and district stakeholders to ensure a high standard of competency and proficiency in technology services processes and tools; evaluates effectiveness of knowledge and training assets and iterates using feedback and analytics.	W	10
Serves as the product lead for district compliance training platforms. Develops and maintains training materials, curricula, and plans in collaboration with DTS stakeholders and partner departments. Stays current with industry trends, emerging technologies, and best practices in technical training and education. Continuously improves training programs based on feedback, and organizational needs.	W	10
Supports continuous improvement by documenting processes, surfacing pain points, and collaborating on solutions that enhance service quality and knowledge access and use. Analyzes service desk ticket data to determine training deficits and designs training to address identified needs.	W	10
Facilitates DTS staff skills-building and certification pathways (e.g., ITIL, HDI, Apple/Google/Microsoft, Jamf, CompTIA, Cisco, ServiceNow); tracks progress, recommends opportunities, and coordinates funding/logistics. Supports the growth and skills development of DTS IT apprentices through coordination of job shadows, certification preparation, and interview practice opportunities.	M	10

Serves as a liaison between DTS, schools/departments, and SMEs/vendors to effectively address training and knowledge needs and inquiries.	M	10
Perform other duties as assigned.	Ongoing	5
	<b>TOTAL =</b>	<b>100%</b>

**EDUCATION AND RELATED WORK EXPERIENCE:**

- Bachelor's degree or equivalent experience required; emphasis in Information Technology, Instructional Design, Education, or related field preferred.
- At least three years of experience in IT support, IT training/knowledge management, instructional design, or closely related work; K-12 experience preferred.

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire.
- Preferred: ITIL 4 (Foundation or higher), HDI, CompTIA CTT+ or equivalent training credential, Apple/Google/Microsoft educator or admin certifications. Additional certifications as identified by supervisor

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Advanced written and oral communication; excellent interpersonal and customer-service skills.
- Strong critical thinking and problem solving; ability to manage multiple tasks with frequent interruptions and meet deadlines.
- Knowledge of adult learning principles
- Familiarity with IT service management, knowledge management practices, learning management systems, and K-12 technology environments.
- Ability to promote and follow Board of Education policies and department procedures; work effectively with people from diverse backgrounds.
- Commitment to safe work practices and reliable attendance.

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Proficiency with personal computers and peripherals; Google Workspace and/or Microsoft Office; typical office equipment.
- Experience with screen capture/authoring tools and LMS platforms is preferred.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

<b>Reports to:</b>	<b>POSITION TITLE</b>
	Senior Manager of IT Service Enablement.

<b>Direct reports:</b>	<b>POSITION TITLE</b>	<b># of EMPLOYEES</b>
	This job has no direct supervisory responsibilities	

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed				X
Reach with hands and arms	X			
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk				X
Hear			X	
Taste	X			

Smell	X			
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WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze				X
Communicate				X
Copy		X		
Coordinate				X
Instruct				X
Compute				X
Synthesize				X
Evaluate				X
Interpersonal Skills			X	
Compile			X	
Negotiate		X		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	