



COORDINATOR – TECHNOLOGY SUPPORT

SUMMARY/SCOPE/GOAL

To analyze, determine, recommend, and implement the District's current and future use of technology in the area of networks, telecommunications, digital media systems, hardware, and software. Assist in the development and maintenance of network communications.

QUALIFICATIONS

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:

REQUIRED:

- Bachelor's degree in Information Technology, Industrial Technology, or related technical field.
- Five (5) years' experience in a computer-related field, to include two (2) years' experience in network and telecommunications systems design and/or analysis experience as a LAN/WAN administrator, with the ability to program switches, routers, and implementing servers.

PREFERRED/DESIRED:

CERTIFICATIONS AND LICENSES:

REQUIRED:

- Cisco certification – such as CCENT, CCNA, CCNP, or CCIE – required. Must maintain certification during employment.
- Valid State Driver's License.

PREFERRED/DESIRED:

- Microsoft certification preferred.

PERFORMANCE RESPONSIBILITIES

ESSENTIAL FUNCTIONS:

The tasks/competencies listed below represent most of the time spent working in this position. Supervisor may assign additional tasks within the scope of this classification as necessary.

1. Maintain and administer LAN/WAN communications equipment, multimedia equipment, telecommunications, and computer hardware/software.
2. Serve as Tier IV technical support for Help Desk personnel to assist with troubleshooting problems, restoring service, and maintaining high levels of network and voice system availability.
3. Serve as subject matter expert and lead for systems-related functions, projects, and discussions.
4. Provide solid documentation and schematics of voice and data network and system architecture for operations manual and knowledgebase.
5. Perform root cause analysis and resolution for problems.
6. Secure network and data by establishing and enforcing policies, defining and monitoring access, and implementing appropriate security measures.
7. Provide leadership and guidance in the development of annual goals and objectives for assigned department/school or program.
8. Implement current and advanced technologies used in school-level and district-level functions.
9. Communicate status of network operations and respond to service disruptions.
10. Lead and supervise assigned staff; prioritize and schedule work assignments of assigned staff.

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11. Utilize diagnostic equipment and management software to maintain functionality.
12. Serve on review team for new staff candidates.
13. Research and keep current with technologies in computer networks, hardware, software, multimedia, and telecommunications as it relates to latest hardware innovations, software releases, educational technology trends, and provide recommendations regarding future purchase and/or upgrades.
14. Communicate and coordinate with other team leads and management to ensure appropriate integration of activities across the enterprise network.
15. Confer with school principal and other school personnel on matters concerning information technology and automation and assist respective school staff and teachers.
16. Assist in the preparation of district standards, specifications, and bid packages for the acquisition of equipment, software, and services; assist in the review of related bid and proposals.
17. Assist in the evaluation of requirements for equipment in data processing, telecommunications, and multimedia systems.
18. Provide research and assist in developing the District technology plan, operational budget, and capital outlay requests.
19. Perform in-depth investigations, as required, when security, access, and/or information policies have been violated.
20. Maintain and train on the hardware/software required to support other technical staff positions.
21. Facilitate monthly training/meetings for technology staff.
22. Develop and maintain effective business relationships with staff, administrators, customers, and vendors.

OTHER DUTIES:

Provide outstanding customer service and use positive interpersonal communications skills. Make all decisions and perform all tasks in accordance with Brevard Public Schools' strategic plan, vision, and mission. Ensure compliance with Board rules and applicable federal laws and regulations.

KNOWLEDGE, SKILLS, AND ABILITIES/TRAINING AND EQUIPMENT USAGE

JOB RELATED:

Extensive knowledge and experience related to LAN/WAN, Cisco routers, switches, vLAN's, servers, and workstations. Network troubleshooting and support experience with routing and switch technologies in a multiprotocol WAN/LAN enterprise environment. Knowledge of the operating characteristics, capabilities, and limitations of computer and networking equipment. Knowledge of concepts for telecommunications, interactive multimedia systems, and distributed processing. Ability to write and execute functional processes and procedures to generate complete network support systems. Ability to make independent judgments in determining course of action in the development of recommendations and/or systems. Set and review assignments as it pertains to subordinate technology staff positions. Knowledge of modern office methods, practices, and procedures.

GENERAL:

Knowledge and use of time management and organizational systems. Skill in meeting and exceeding customer/stakeholder expectations within the precincts of policy, procedure, and sound judgement. Skill in active listening and social perceptiveness. Ability to communicate effectively orally and in writing. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Ability to sustain focus and attention to detail for extended periods of time.

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EQUIPMENT:

Interpret technology policy and establish methods and procedures for acquiring, installing, testing, operating, or repairing machinery or technology systems.

Use office machines such as large volume copiers, printers, or calculators. Use computers for email, word processing, intra/internet, data entry, spreadsheets, service ticket responses, presentations, or custom applications.

PHYSICAL DEMANDS/WORK ENVIRONMENT

PHYSICAL REQUIREMENTS:

(L) LIGHT WORK

Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects. If the use of arm and/or leg controls require exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated as light work.

POTENTIAL ENVIRONMENTAL CONDITIONS/HAZARDS:

Indoor office environment most often with Indoor/Outdoor movement between pods/locations frequently. Intermittent noise and activity level. Requires Sitting, Standing, Walking, Bending, Stooping, Kneeling, Finger Dexterity, Talking, Hearing, and Visual Acuity frequently.

May include conditions of small, enclosed, or partially enclosed areas, dust, dirt, fumes, odors, respiratory irritants, chemicals, inks, developers, mechanical hazards, moderate and repetitive noise, and static electricity.

TRAVEL:

Travel between sites occasionally. Travel out of county rarely.

FOR HR USE ONLY:

DIVISION:	Educational Technology	DEPARTMENT:	Information Systems Services
TITLE CODE:	C2025	CONTENT BY:	Assistant Superintendent, Educational Technology
GRADE:	23	COMPENSATION:	Human Resources
UNIT:	NB	LABOR RELATIONS:	Karyle Green, Ed.D.
LAST BOARD APVD:	04/25/2015	CLASSIFICATION:	Beth Thedy, Ed.D.
SCHEDULE:	8 Hrs. -12 Mos.		

REV:	DATE:	REVISION CONTROL:	INITIATED BY:
1.0	01/17/06	Initial Release	Educational Technology
2.0	04/28/15	REVISED	Educational Technology
2.1	07/01/20	REVISED: New format	Human Resources
2.2	11/30/2021	Update physical requirements to ADA format, add schedule	Ellie Kelly – Human Resources

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Brevard Public Schools (BPS) is an equal opportunity/affirmative action employer committed to achieving excellence and strength through diversity. BPS seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires BPS to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.