INFORMATION TECHNOLOGY COORDINATOR

Purpose Statement

The job of Information Technology Coordinator was established for the purpose/s of designing, configuring, installing, maintaining, and repairing network systems, sub systems and servers; overseeing the computer/server room operation and environment; providing information, direction and/or recommendations regarding network installations and configuration including television, intercom, telephone and wireless systems; resolving network operational issues; and providing technical support to district and site staff.

This job reports to the Director of Schools.

Essential Functions

- Administers systems and servers related to district LAN and WAN (e.g. email systems, accounts, print queue, workstation ID, IP assignments, computer labs, classroom computers, VOIP, security, antivirus, spyware, etc.) for the purpose of ensuring availability of services to authorized users.

- Assesses incidents, complaints and/or accidents for the purpose of resolving or recommending a resolution to the situation.

- Designs computer networks, (e.g. internet, web mail, FTP servers, etc.) for the purpose of ensuring effective and efficient operation systems.

- Directs department personnel for the purpose of prioritizing project deadlines and ensuring optimal utilization of personnel.

- Installs network (client and server) software on a variety of platforms (e.g. service packs, application software, operating software, hardware upgrades, etc.) for the purpose of upgrading and maintaining district WAN/LAN and telecommunication systems.

- Maintains network operations and software applications (e.g. servers, file, print, application, WEB, database, proxy etc.) operating systems, district wide server backup, routine maintenance programs, etc.) for the purpose of ensuing efficient operations.

- Manages assigned projects and program components including television, intercom and wireless services (e.g. migration to new systems, scheduling installations, product research, etc.) for the purpose of delivering services in compliance with established guidelines and/or objectives.

- Participates in a variety of planning and development activities, including district wide committees, for the purpose of creating short and long range plans.

- Performs personnel administrative functions (e.g. hiring, training, supervising, evaluating, providing professional development opportunities, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of personnel and ensuing department outcomes are achieved.

- Prepares written materials (e.g. procedures, system level documentation, reports, memos, letters, budgets, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.

- Recommends equipment, supplies and materials (e.g. purchase equipment, lease equipment, etc.) for the purpose of acquiring required items and completing jobs efficiently.

- Recommends policies, procedures and/or actions for the purpose of providing direction for meeting the district's goals and objectives.

- Researches trends, products, equipment, tests, etc. for the purpose of recommending procedures and/or purchases.

- Manages servers and network resources including network applications for the purpose of delivering services in compliance with established guidelines and/or objectives.

- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance and support.

- Trains other district staff (primarily within the technology area) for the purpose of ensuring their ability to use new and/or existing operating systems and application software.

- Transports various items for the purpose of ensuring the availability of materials required at job site.

- Troubleshoots malfunctions of network hardware and/or software applications within the district's local and wide area networks, television, wireless, intercom, telephones and security systems (e.g. servers, hubs, routers, network protocols, etc.) for the purpose of resolving operational issues and restoring services.

- Responds to emergency situations as needed for the purpose of resolving immediate concerns.

- Applies for and manages ERATE funding from USAC.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, highly complex, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent network application, operating system monitoring and troubleshooting software, adhering to safety practices; planning and managing projects and preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: current legacy and emerging operating systems; environments and network protocols; router configurations; Inter/Internet applications; data security and project management, processes and methodology.

ABILITY is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a wide variety of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a significant diversity of individuals and/or groups; work with a variety of data; and utilize a wide variety of types of job-related equipment. Independent problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability- based competencies required to satisfactorily perform the functions of the job include: setting priorities; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences; and working nonstandard hours.

Responsibility: Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing a department; and supervising the use of funds. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

Working Environment: The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 25% walking, and 25% standing. The job is performed in a generally hazard free environment.

Experience: Job related experience within specialized field is required.

Education: Bachelor's Degree in job related area or Experience Equivalent.

Clearances: Criminal Justice Fingerprint/Background Clearance.

Certificates & Licenses: Valid Tennessee Driver's License & Evidence of Insurability. A+ certification desired; Microsoft MCSE or equivalent desired; CISCO CCNA certification desired.