Job Title: Coordinator – Technology Services

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.

FLSA Status: Exempt

Reports to: Appropriate Supervisor or Designee

Supervises: Appropriate Staff as required

Pay Grade: Administrative – 7

JOB SUMMARY

The purpose of this position is to provide leadership in planning, implementing, and monitoring all aspects of technology services to achieve the District's mission and strategic aims.

ESSENTIAL JOB FUNCTIONS

- Coordinates the delivery of all technology services: wide and local area network security, reliability, management, and speed; server and workstation specifications, operating systems, security, reliability, and management; technology professional development delivery modalities and comprehensiveness; and stake holder feedback regarding the quality of IT administrative and instructional services.
- Develops, implements, and improves service management processes for the efficient delivery of technology services to all stakeholders in the District.
- Develops, implements, and improves a service catalog providing a description of the technology services offered by the department.
- Develops, implements, and monitors service level agreements with schools and departments to define the technology services supported and the standards used for monitoring performance.
- Coordinates the development, implementation, and improvement of procedures to deliver comprehensive technology professional development to all stakeholders in the District.
- Develops, implements, and monitors a service quality plan that defines key performance indicators for the technology services offered by the department to ensure that the availability of servers, workstations, networks, and technology professional development is efficiently and effectively met.
- Develops, implements, and improves procurement procedures to ensure that technology expenditures are fiscally, technically, and logistically sound.
- Develops an appropriate budget for the delivery of efficient and effective technology services to all employees and students, and monitors its implementation with appropriate Budgeting Department staff.
- Collects, analyzes, and acts on data collected through technology literacy tools to ensure that all employees and students are progressing toward appropriate technology literacy.

- Collects, analyzes, and acts on student achievement data to ensure appropriate use of technology enriched instructional strategies throughout the District.
- Collects, analyzes, and acts on data collected through the use of tools and strategies designed to measure customer satisfaction and quality of technology services delivered by the department to improve effectiveness and efficiency.
- Assists principals and other instructional staff in development, implementation, and improvement of the use of technology in all instructional settings.
- Assists department heads and other administrative staff in development, implementation, and improvement of the use of technology in all administrative settings.
- Collaborates with District directors to investigate, design, and implement grant applications, which address the District's Strategic Plan.
- Assists in the interpretation of programs, philosophy, and policies of the district to staff, students, and the community.
- Interacts with parents, outside agencies, businesses, and the community to enhance understanding of District initiatives and priorities and to elicit support and assistance.
- Serves as liaison with the Florida Department of Education for assigned areas of responsibility.
- Responds to concerns and inquiries in a timely manner.
- Keeps the Superintendent informed, through proper channels, of potential problems or unusual events.
- Works closely with District and school staffs to support school improvement initiatives and processes.
- Works closely with District staff, school staffs, and the Department of Continuous Improvement to support the strategies and achieve the goals identified in the strategic planning process.
- Utilizes appropriate strategies and problem solving tools in making decisions concerning planning, utilization of funds, delivering services, and evaluation of services provided.
- Disseminates information and current research to appropriate personnel.
- Refers to professional journals and other current research to determine appropriate uses of technology applications, networking, and staff development in education.
- Maintains expertise in assigned areas to fulfill project goals and objectives.
- Facilitates the development, implementation, and evaluation of staff development activities provided in assigned areas.
- Promotes and supports professional growth for self and others.
- Develops annual goals and objectives consistent with and in support of District goals and priorities.
- Maintains a network of peer contacts through professional organizations.
- Attends training sessions, conferences, and workshops to keep abreast of current practices, programs, and legal issues.
- Supervises assigned personnel, conducts annual performance appraisals, and makes recommendations for appropriate employment action.
- Analyzes job applications, selects interview participants, composes interview questions, and participates on the interview committee.
- Prepares or oversees the preparation of all required reports and maintains appropriate records.
- Serves on District, state, or community councils or committees as assigned or appropriate.
- Consistently represents the District in a positive and professional manner.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- Experience in one or more of the following areas: Curriculum and Instruction, Instructional Technology, or Management Information Systems.
- Minimum of seven (7) to ten (10) years of successful experience in dealing with technology services in schools and administrative offices and experience incorporating instructional technology into the teaching/learning process.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Requires the ability to display knowledge of hardware and software resources, organizations, developers, vendors, and grant opportunities in the technology industry as it relates to the public school environment.
- Requires the ability to display knowledge of multiple operating systems, courseware, and troubleshooting of networked hardware and software.
- Requires the ability to display knowledge of network operating systems to implement and maintain network services at schools and offices.
- Requires the ability to provide general and specific support to teachers in the use of instructional technology applications.
- Requires the ability to incorporate the use of technology in curriculum design and implementation.
- Requires the ability to display knowledge and understanding of District policies and procedures as they apply to personnel and departments.
- Requires the ability to use considerable judgment in developing methods and strategies to accomplish tasks.
- Requires the ability to organize and prioritize activities.
- Requires the ability to communicate effectively, both orally and in writing.
- Requires the ability to oversee, plan, and implement major programs and services for the organization.
- Requires the ability to oversee work that involves the use of complex technical, scientific, or mathematical concepts that increases the efficiency and effectiveness of the organization.
- Requires the ability to determine policies and procedures that will ensure the success of our operation.
- Requires the ability to oversee and manage work involving multiple units.
- Requires the ability to maintain accountability for inventory/property management.
- Requires the ability to manage or administer grant funds.
- Requires the ability to make recommendations that impact the budget and manage the budget within assigned department.
- Requires the ability to use small office equipment, including copy machines or multi-line telephone systems.
- Requires the ability to use computers for data entry and for word processing and/or accounting purposes.
- Requires the ability to use highly technical computer applications, such as GIS or CAD.
- Requires the ability to repair, develop, or install telecommunications systems, computer hardware, or network systems and complex software or management information systems.

- Requires the ability to supervise employees developing, installing, or repairing technology systems.
- Requires the ability to establish policies for using, acquiring, and/or maintaining technology systems.
- Requires the ability to create plans for and guide implementation of new technology systems.

PHYSICAL DEMANDS

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects. The work also requires the following physical abilities in order to perform the essential job functions: reaching, repetitive motion, speaking, talking, and visual acuity.

WORKING CONDITIONS

Employees in this position work in a dynamic environment that requires sensitivity to change and responsive to changing goals, priorities, and needs.

Date of Board Approval: June 20, 2017, effective July 1, 2017

Date of Revision: