

TECHNOLOGY COORDINATOR

AFFILIATION: IIPSA II

GENERAL SUMMARY: Under the general direction of the Supervisor of Information Systems, this position will coordinate the implementation and on-going use of application software and databases for the ISD and constituent districts. This position also will facilitate the improvement and efficiency of administrative processes through the full use of software capabilities.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Provides expert level technical support of network applications and databases to District and constituent district/school personnel.
2. Assists end users in the effective use of data, applications, and databases through general support, group, and one-on-one trainings.
3. Creates/writes reports, exports, and queries to meet the needs of the District and constituent districts/schools.
4. Performs and/or assists with application installation, patching, updates and upgrades.
5. Assists with the development of integrations between district applications and databases.
6. Monitors and ensures adequate application and database performance and availability. Assists in the resolution of performance and/or access issues.
7. Provides project management for the implementation or upgrading of applications and databases.
8. Ensures that external and internal regulations and policies governing data management are met including regulations concerning security, audit ability and privacy.
9. Facilitates the effective use of applications and data by analyzing needs and engineering effective processes. Recommends improvements in processes, applications, and databases.
10. Evaluates applications, databases, integrations and other tools and makes recommendations as to those that meet the needs, goals, and mission of the organization.
11. Creates instructional materials which facilitate the effective use of applications, data, and databases. Develops and maintains standard operating procedures and user training documentation for applications and databases.
12. Assists in the development of integrations and/or the general processes surrounding the movement of data (import and export) among internal databases as well as with external databases and data sources.
13. Provides support to District and constituent district/school personnel through demonstration, teaching and coaching for technology and software systems supported by the District.
14. Performs other duties as assigned by the Supervisor of Information Systems.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Bachelors degree in technology, instructional design or related field, with emphasis on database management and project management. Five or more years experience in network application support and database management and/or industry certifications may be used in lieu of degree.
2. One to three years of experience in applications support.
3. Demonstrated ability to provide technical support to non-technical users.
4. Demonstrated knowledge of and experience with applications, databases, report writing,

- queries, importing and exporting required.
5. Demonstrated ability to create training materials and deliver training both in groups and in one-on-one settings.
 6. Ability to identify needs and analyze data.
 7. Ability to define problems, collect data, troubleshoot issues and solve problems in a timely and methodological fashion
 8. Demonstrated ability to work both independently and as part of a team.
 9. Excellent communications skills and the ability to interact effectively with both technical and non-technical personnel.
 10. Experience with network servers and services preferred.
 11. Demonstrates the principles of continuous learning.
 12. Excellent customer service skills to develop and maintain positive relationships with vendors, constituent district staff, and internal department staff.
 13. Demonstrated ability to work with confidential data.

REPORTING RELATIONSHIP: Reports to the Supervisor of Information Systems.

WORKING CONDITIONS: Normal office environment. Other duties as assigned.

The preceding data is intended to convey information about the job and its responsibilities, and is not an exhaustive list of the skills, efforts, duties, responsibilities and working conditions associated with it.