

P L E A S E P O S T

TECHNICAL SERVICES COORDINATOR II
--

Date Posted: April 1, 2024
Closing Date: April 30, 2024
Anticipated Start Date: As Soon As Possible
Department: Technology
Work Year: 52 Weeks

Summary:

Works with 1 to 5 local school districts to assist in facilitating organizational responses to district technology, educational, and administration needs, in accordance with the Technology Plan and policies of the Jackson County technology consortium.

Areas of responsibility will include, but not be limited to:

- Systematically providing advice, guidance and support to all staff in matters pertaining to information access and processing.
- Systems administration within the Local Area Network. Work with the technology team to help seamlessly integrate technology into the educational learning process.
- Troubleshooting and repairing computer related equipment.
- Installation, support, and maintenance of client workstations, servers, networking equipment, software, and other instructional technologies.
- Maintain and manage local district technology issues using the service desk repair ticket management system.

The Technical Services Coordinator will play an integral part in the oversight, implementation, security, and support of one or more local school district's technology services as a part of the Jackson County technology consortium.

Essential Duties and Responsibilities: Work is performed under the general supervision of administration. An employee in this position may be called upon to do any or all of the following: (Does not include all tasks employee may be expected to perform.)

1. Promote the use of technology in education and act as consultant to district employees in integrating technology in the delivery of district curriculum, programs and services.
2. Assist in the selection, purchase/lease, installation, and implementation of technology throughout the district, including client workstations, servers, networking equipment, software, peripherals, and other instructional and administrative technologies.
3. Facilitate the coordination of training for all support staff and users throughout the district. Serves as a resource person for systems development, hardware, software and user issues.
4. Install and configure systems and applications software with assistance from the technology team.
5. Administer and manage district computer networks, including user accounts.
6. Assign tasks to IT Technicians working within their designated district(s).
7. Maintain and/or increase competency in information systems and related areas through reading, course work and attendance at conferences, seminars and workshops.

8. Promote legal procurement and use of all software/media supported by the district.
9. Develop and maintain district equipment and software inventory.
10. Interact with:
 - a. Technology Services Manager - to receive assignments, review operations and exchange information
 - b. Information Systems Manager - to receive assignments, review operations and exchange information
 - c. Database Applications Specialist - to help solve more difficult application related issues
 - d. Systems Engineer - to help solve more difficult computer/technology related issues
 - e. Repair Technician - to arrange additional support when necessary and exchange information
 - f. Teachers - to review requests for information; assist in solving information systems problems and formulate solutions to hardware/software problems
 - g. Support Staff - to review work orders and set priorities, resolve operating problems, make day-to-day assignments as necessary, and coordinate user assistance
 - h. Central Administration Staff - to exchange information, resolve information system problems, and to keep sensitive technology information confidential
 - i. Vendors - to review offerings and discuss with the Technology Director
11. Perform other assigned duties and responsibilities not in conflict with applicable laws, Board policy, or conditions of employment as assigned by the Technology Services Manager, Technology Director or Superintendent(s).
12. Regular and predictable in-person attendance is required for this position.

Supervisory Responsibilities: None. Assigns and coordinates work of IT Technicians as necessary.

Qualification Requirements: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and/Or Experience:

- Associates degree in a computer related field, or equivalent to that which normally would be acquired by completing a two year technical trade or a four-year college degree program in Electronics, Computer Science, Management Information Systems or a related field
- Knowledge and experience working in educational institutions preferred
- Three years of successful, related work experience in computer systems repair, information management, or an equivalent combination of education and experience
- Administrator experience in a Microsoft environment is required.
- Experience in Windows and Mac operating systems, Windows 2000, XP, NT, TCP/IP, Internet, Microsoft Access, Microsoft SQL-Server, and other productivity software applications.

Certificates, Licenses, Registrations: Valid Michigan driver's license and good driving record required. A+ and Network+ certifications preferred.

Language Skills: Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from individuals or groups. Ability to speak clearly and concisely both in oral and written communications.

Mathematical Skills: Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Other Skills And Abilities: Documented/demonstrated current knowledge of desktop computers, peripheral equipment, database management, word processing, spreadsheets and open systems technology required. Demonstrated knowledge of PC basics, including technical terminology and acronyms and working knowledge of PC systems and peripheral connectivity. Ability to effectively manage multiple tasks and demonstrate effective time management skills to meet deadlines. Strong teamwork, interpersonal communication and group problem solving skills. Ability to travel to and from work sites. Ability to work a flexible workday and workweek. Ability to exercise good judgment and make decisions in accordance with policies and procedures. Ability to read, understand, and apply information in hardware/software manuals or following computer instructions. Ability to work as part of a highly motivated, interdisciplinary team. Demonstrated experience in setting up, maintaining, and troubleshooting electronics equipment and networks.

Physical Demands: *The physical demands described here 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.*

While performing the duties of this job, the employee is regularly required to operate a computer, view video display terminals reach with hands and arms, sit, use hands to finger to grip, handle or feel objects, tools or controls, talk and hear. Ability to lift up to 50 pounds, such as printers, CPUs, monitors, etc. Specific vision abilities required by this job include close vision and ability to adjust focus. Employee must be able to operate a personal motor vehicle to travel to various work locations as necessary.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually quiet.

Pre-employment Screening: Applicants who receive a conditional offer of employment for a position with JCISD will be required to successfully complete a background check, a pre-employment physical to determine ability to perform the desired position (with or without reasonable accommodations) and a drug test.

Employment Date, Salary, and Fringe Benefits: Anticipated employment date is as soon as possible. This is a 52 week position. Placement on the Technical/Operational Salary Schedule depends upon qualifications and experience; new employee salary range is \$65,382 - \$80,058. Paid health, dental, vision, life and long-term disability insurances, sick, vacation and personal business days.

Contact: Interested parties should go to our website, <https://jcisd.workbrightats.com> to complete an online application.

APPLICATIONS ACCEPTED UNTIL APRIL 30, 2024

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

The Board of Education does not discriminate on the basis of race, color, national origin, sex, (including sexual orientation or gender identity), disability, age (except as authorized by law), religion, height, weight, marital or family status, military status, ancestry, genetic information, or any other legally protected category, (collectively, "Protected Classes"), in its programs and activities, including employment opportunities.

The Superintendent shall appoint and publicize the name of the compliance officer(s) who is/are responsible for coordinating

the District's efforts to comply with applicable Federal and State laws and regulations, including the District's duty to address in a prompt and equitable manner any inquiries or complaints regarding discrimination or denial of equal access. The Compliance Officer(s) shall also verify that proper notice on nondiscrimination for Title II of the Americans with Disabilities Act (as amended), Title VI and Title VII of the Civil Rights Act of 1964, Title IX of the Education Amendment Act of 1972, Section 504 of the Rehabilitation Act of 1973 (as amended), and the Age Discrimination in Employment Act is provided to staff members and the general public.

The Jackson County Intermediate School District is an educational service agency that works in partnership with local public and charter schools, and the local community. We are committed to the success of all students by providing educational leadership, services, programs, and resources.

Our work and organizational goals are driven by Five Guiding Principles:

Instruction ~ Quality, Creativity and Relevance

Leadership ~ Envisioning, Engaging and Executing

Service ~ Listening, Caring and then Serving

Community ~ Collaboration and Partnerships

Equity ~ Inclusive, Responsive and Sincere Belonging

Consistent with our purposes and guiding principles, the JCISD is actively pursuing diversity, equity and inclusion in our employment practices. We encourage applicants who may not have a specific listed qualification, but who believe they have the needed knowledge, skills and abilities to perform the essential functions of a position, to apply and to highlight how their education, experience and/or other abilities make them qualified to perform the essential functions of a position, to apply and to highlight how their education, experience and/or other abilities make them qualified to perform the essential functions of the posted position.