

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Coordinator II, Technology Support Services	REPORTS TO:	Technology Services Manager
DEPARTMENT:	Information Technology Services	CLASSIFICATION:	Management
FLSA:	Exempt	WORK YEAR:	Varies
BOARD APPROVAL:	July 28, 2010	SALARY:	E-22/Management Salary Schedule

(Former Classification: Computer User Support Supervisor)

BASIC FUNCTION:

Accountable for improving student achievement through the effective management of an assigned area; plan, organize and coordinate the day-to-day activities of the Help Desk Center to provide efficient and timely delivery of high quality technological services to meet the needs of the District; supervise, train and evaluate assigned staff.

DISTINGUISHING CHARACTERISTICS:

Incumbents in the Technology Support Services Coordinator II classification are assigned to work in one of the following specific areas:

Technology Support Services Coordinator II – Network Administration
Technology Support Services Coordinator II – Technology Support

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below (E). This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

Plan, organize and coordinate the day-to-day activities of the training/help center; evaluate work requests, establish priorities and assign staff to projects to provide efficient and timely delivery of high quality technological services to sites and departments. *E*

Participate in the development of goals and objectives for assigned area(s) *in support of educating students at a high level to achieve their personal best*; make recommendations for changes and improvements; implement approved changes and monitor work activities to ensure compliance with in established guidelines. *E*

Troubleshoot and resolve computer-related malfunctions; assist operators and specialists with problems; perform research and communicate with others to resolve issues and concerns; participate in the installation, maintenance and support of personal computers, terminals, peripherals and software. *E*

Participate in the development of effective short and long-range plans to efficiently use resources in support of sustaining the financial viability of the District; analyze operations and procedures and make recommendations as appropriate. *E*

Operate and upgrade various computers and related equipment. *E*

Test and evaluate personal computers, peripherals and software for use in the District according to established procedures; prepare testing results, make recommendations and submit to appropriate personnel. *E*

Interview and select highly qualified employees; supervise, evaluate performance and provide for training and development of assigned employees in support of professional learning. *E*

Meet and collaborate with Information Technology Services managers and other supervisors to address issues including priorities, scheduling, assignments, workloads and technical issues to ensure timely delivery of technological services to staff. *E*

Determine and evaluate user needs; meet with users, user groups and administrators to discuss needs. *E*
Prepare and maintain records, reports and inventories related to assigned activities to ensure appropriate allocation and usage of resources. *E*

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or closely related field and three years of personal computer hardware and software work experience including one year of experience at a lead level position.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Planning, organization and direction of assigned area.
Principles and practices of supervision and training.
Capabilities and limitations of personal computer hardware and software.
Systems development and programming for personal computer systems.
Principles and techniques of technical writing skills.
Modern office practices, procedures and equipment.
Interpersonal skills using tact, patience and courtesy.
Technical aspects of field of specialty.
Current operating systems.
Labor Relations law and employee contracts.
Analytical and problem solving abilities.
District organization, operations, policies, objectives and goals.

ABILITY TO:

Diagnose computer systems or networks and repair or refer as appropriate.
Install personal computer hardware and software applications.
Prepare and present accurate verbal and written reports.
Establish and maintain cooperative and effective working relationships with a diverse range of people.
Communicate, understand and follow both oral and written directions effectively.
Train, supervise, evaluate and provide work direction to assigned staff.
Learn new or updated computer systems and/or software programs to apply to current work.
Assist users in determining their needs.
Analyze situations accurately and adopt an effective course of action.
Plan and organize work to meet schedules and time lines.
Work independently with little direction and many interruptions.
Demonstrate loyalty and high ethical standards.
Focus and appropriately allocate resources toward identified goals.
Manage change and design an effective system of reporting progress and monitoring results.
Think outside the box and develop new methods or solutions inspiring others to reach a common goal
Communicate using patience and courtesy in a manner that reflects positively on the organization.
Actively participate in meeting District goals and outcomes
Apply integrity and trust in all situations.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; driving a vehicle to conduct work; extended viewing of a computer monitor; occasional contact with dissatisfied individuals; constant interruptions.

PHYSICAL ABILITIES:

With reasonable accommodations, if necessary, sitting for extended periods of time; lifting and carrying computers and peripherals; dexterity to operate a computer and related equipment; seeing to diagnose malfunctions; hearing and speaking to exchange information; kneeling, crouching or bending at the waist to install equipment or retrieve supplies or other materials.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the Americans with Disabilities Act as required by law.

E=Essential Functions