



**Job Title:** Technology Support Coordinator  
**Department:** Technology  
**Reports To:** Director of Technology Operations & Security  
**FLSA Status:** Exempt  
**Salary Schedule:** AA lane 02

## **SUMMARY**

Supervises the support team and support operations within the Operations and Security Division of the Technology Department.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *may include the following. Regular, reliable worksite attendance and timeliness is an essential job function to perform the essential duties and responsibilities of the position. While this job description attempts to outline all essential duties of the position, the description is not a contract and the job functions are subject to change at the organization's discretion. Other duties may be assigned.*

Provides day-to-day leadership to ensure a high-performance, customer service-oriented work environment that supports achieving the Department's and the District's mission, objectives, and values.

Prioritize, assign, evaluate, and supervise the work of all support technicians. Provides coaching and guidance for performance improvement and development; directs and oversees the training of new support technicians.

Facilitates, coordinates, participates, and oversees the support and repair of all computers, tablets, printers, and other devices.

Manages the department technology support staffing needs by interviewing, recommending, and training department employees. Appraises employee's performance, addresses complaints, and resolves problems.

Allocates staff and resources to serve teachers and administrators to make sure timelines and technical needs are met.

Supports all technology related systems.

Fosters a good work environment that includes time management, prioritization, and good work ethic.

Escalates and routes issues to appropriate staff or consultants as necessary.

Improves productivity by highlighting deficiencies and recommending change in tools, training, processes, reporting, and employee engagement.

Interacts effectively and diplomatically in all areas of employee relations, always projecting a professional image in keeping with the District's goals and objectives while exercising the highest degree of confidentiality

Provides sound strategic and technical recommendations to the Technology Operations and Security Director and other administrators on the most efficient and effective ways to manage technology support and services for the purpose of providing excellent service that meets the needs of district employees and students.

Works with other members of the department to ensure that technology is functional, up-to-date, and well maintained for the purpose of providing excellent service to meet the needs of the district.

When not engaged in other duties, assists with help desk operations.

Begins work at 7am to provide early support to schools and organize daily team member assignments.

### **SUPERVISORY RESPONSIBILITIES**

This position has direct supervisory responsibility over the Support Team within the Operations and Security Division of the Technology Department.

**KNOWLEDGE, SKILLS, ABILITIES, AND QUALIFICATIONS** *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. Must demonstrate an acceptable level of maturity, good judgment, and emotional stability.*

Understanding and experience with educational infrastructure, understanding and experience with the needs of teachers, staff and administrators in a public educational environment.

Demonstrated ability to communicate and train teachers and staff to effectively use educational technology software and systems.

Technical understanding and experience with LAN and multi-site WAN technology including security, Active Directory services, Internet connectivity, protocols, IP addressing, topologies, wiring specifications, routers, routing protocols, peripherals, switches, VLANS, Etc.

Demonstrated ability to organize and work effectively with other people. Technical understanding and experience with operating systems including Windows OS, Mac OS X, and Linux.

Must be familiar with productivity software including word processing, spreadsheets, database, and desktop publishing.

Skill with computer and network diagnostics.

Ability to read, write, and communicate effectively in English at a level required for successful job performance. Strong written and verbal communication skills. Strong leadership skills and good interpersonal and organizational 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 management, public groups, and/or the WCSD School Board.

Ability to work with applicable mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to perform mathematical operations using units of American money.

Ability to apply common sense understanding to carry out essential duties of this position. Ability to carry out instructions furnished in written, oral, or diagram form. Ability to troubleshoot and solve problems involving concrete variables situations. Ability to define problems, collect data, establish facts, and draw valid conclusions.

**EDUCATION and/or EXPERIENCE**

Bachelor’s Degree in computer information technology or other related field of study and 5 years’ experience supporting technology and training staff in an educational environment or a combination of education and related work experience.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Must have and maintain an active Utah Driver’s License. Must complete Utah Risk Management Defensive Driver training every two years. (Utah Code R31-1)

**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 sit; use fingers and hands to handle. The employee frequently is required to stand and walk; talk or hear; reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

**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.*

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts, outside weather conditions, and risk of electrical shock. The noise level in the work environment is usually moderate.

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|---|---|--|-------------------------|
| Prepared By: <b>Technology &amp; Media Director II</b>  |   | Date: <b>July 2013</b>                             |                         |
| Approved By: <b>Executive Director, Human Resources</b> |   | Date: <b>July 2013</b>                             |                         |
| <input type="checkbox"/> Review                         | <input checked="" type="checkbox"/> Revised | By: <b>HR Position Management Specialist</b>       | Date: <b>11/4/2015</b>  |
| <input type="checkbox"/> Review                         | <input checked="" type="checkbox"/> Revised | By: <b>HR Position Management Specialist</b>       | Date: <b>05/26/2017</b> |
| <input type="checkbox"/> Review                         | <input checked="" type="checkbox"/> Revised | By: <b>HR Assistant Director</b>                   | Date: <b>07/01/2018</b> |
| <input type="checkbox"/> Review                         | <input checked="" type="checkbox"/> Revised | By: <b>Tech Operations &amp; Security Director</b> | Date: <b>04/23/2024</b> |

**EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT:**

*By signing below, I acknowledge that I have received a district approved position description for my current position. I understand it is my responsibility to review the position description and direct any questions regarding the position description to my department supervisor or the Human Resources Department.*

|                     |       |
|---------------------|-------|
| Print Name:         | Date: |
| Employee Signature: |       |