ISSAQUAH SCHOOL DISTRICT JOB DESCRIPTION

TITLE: Technology Specialist Coordinator **DEPARTMENT:** Information Technology

REPORTS TO: Director of IT Infrastructure

POSITION SUMMARY: Under the direction of the Director of IT Infrastructure, supervise and coordinate the training of and collaboration of school Technology Specialists with the goal of providing excellent customer service to the staff and students in individual buildings throughout the District. This position requires knowledge of District procedures and policies, the ability to assume responsibility and work effectively under pressure while maintaining confidentiality, and the demonstration of strong interpersonal skills.

ESSENTIAL FUNCTIONS:

- Supervise, evaluate, manage, and support school Technology Specialist (TS) staff in accordance with District protocols as they provide basic Tier 1 technical support for installations, imaging, configuring basic networking, and troubleshooting district standard desktops and laptops, district standard mobile devices, and district standard classroom technology
- Develop, maintain, and monitor compliance with online TS's guidelines and procedures
- Create and perform technical orientation process for new TS hires in conjunction with Human Resources
- Conduct regular TS staff meetings to share information, gather feedback, troubleshoot, share guidelines and procedures, review and create standards, upcoming plans, recommendations for software and subscriptions, etc.
- Prepare and monitor summer work schedules as appropriate
- Provide regular TS program evaluative feedback with suggested plans for amelioration of any targeted areas of concern to the Director of IT Infrastructure and other stakeholders as required
- Act as a liaison between and among TS staff, Information Technology department leadership, and the Director of Instructional Technology in Teaching and Learning Services
- Create and schedule ongoing trainings for TS staff during the work day in order to maintain and support TS knowledge as current and functional for all aspects of their essential job functions
- Monitor absences, coordinate or act as site support backup if necessary
- Monitor and use IT Direct to determine Technology Specialists workflow, work order completions, accuracy, etc.
- Craft regular communication of information, items, guidelines, procedures, etc. that the TS staff can share with their schools staff and Tech Teams
- Meet the ISD Ed Tech Customer Service Goals by:
  - Listening and speaking with courtesy, patience, and respect to the user referring the issue.
  - Communicating an estimate of the timeline for repair or solution of the issue to the user
  - After completion, communicating with the user to be sure the solution was effective.
- In coordination with the Director of IT Infrastructure , select candidates for open positions and convene interview teams
- Meet with School Tech Teams, building administrators, or District leadership as needed or requested
- The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; significant fine finger dexterity; and getting on a ladder.
- Possess knowledge of and adhere to Governing Policies and District Regulations and Procedures.
- Participate in special projects as assigned and perform related duties and key responsibilities consistent with the scope and intent of the position.

QUALIFICATIONS:

EXPERIENCE: Experience working in an environment providing technical support for commonly used technology such as in descriptions above. Further, the individual will possess the:

- Experience with large project coordination;
- Ability to work independently, take initiative, organize projects and details, and make decisions efficaciously;
- Ability to communicate technical information effectively in a pleasant, tactful and professional manner;

- Ability to work cooperatively with diverse persons toward common goals; and the
- Willingness to attend training in order to remain current with developments in the field of technology systems and to maintain strong knowledge of computer technology and technology infrastructure.

EDUCATION: High School Diploma or equivalent. AA preferred.

CONTINUING EDUCATION/TRAINING: Valid WA State driver's license and appropriate insurance required. Must maintain as current any certification or license listed herein and held at hire date.

CERTIFICATES & LICENSES: At least one relevant technical certification preferred.

REQUIRED TESTING: None Specified

CLEARANCES: Criminal Justice Fingerprint/Background Clearance

FLSA STATUS: Exempt

BARGAINING UNIT: Unrepresented

I have reviewed the job description, been allowed to ask questions, and can perform all job required Essential Functions with or without an accommodation(s).

_____	_____	_____
Name (sign)	Name (print)	Date