

Napa Valley Unified School District

Position Description

Position: Technology Operations Coordinator

Classified: Salary Grade - 53

Reports to: Executive Director of Achievement and Innovation or Designee

Summary

Under the supervision of the Executive Director for Innovation and Achievement, the Technology Operations Coordinator is responsible for coordinating, planning, and overseeing operations for the Information Technology department's purchasing, maintenance, support, inventory control and repair of District desktop computer hardware, software and related peripheral equipment including scheduling and assigning related staff (User Support Specialists, Technology Purchasing Specialist, and the Information Technology Help Desk). The Technology Operations Coordinator is also the e-rate designee for the District when working with the District's e-rate consultant on the annual e-rate application. This includes acting as the point of contact for the District for questions related to status of e-rate fund requests, e-rate compliance, e-rate audits, e-rate eligibility, and e-rate application deadlines.

Distinguishing Career Features

The Technology Operations Coordinator supports the Information Technology Operations Director to ensure the District is able to provide timely and reliable support for all the District's technology needs related to computing and presentation hardware (including related peripherals), operating systems, software licensing, maintenance agreements, and training resources. This position plays a key role in providing continual and ever improving technology services and support to the District.

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Duties and Responsibilities

- Oversees all activities relating to installation, configuration, and maintenance of District computing hardware, software and peripheral equipment (e.g. installation, setup, hardware upgrades, service packs, repair, etc.) for the purpose of minimizing service disruption, prolonging the useful life of equipment; and meeting the District's computing needs.
- Collaborates with others (e.g. site personnel, vendors, administrators, etc.) for the purpose of implementing maintenance programs; contract renewals, evaluating and resolving issues relating to acquisition of hardware or software; and ensuring that District computing hardware and software needs are met.
- Prepares reference, presentation, and administrative materials (e.g. plans, budgets, reports, analyses, procedures, etc.) for the purpose of documenting activities, requests and issues; providing audit references, and/or meeting compliance requirements.
- Responds to inquiries from a wide variety of internal and external sources for the purpose of providing technical support and expertise in answering questions and resolving issues.
- Participates in meetings, workshops, and/or seminars for the purpose of providing and/or conveying information, identifying appropriate actions, and/or developing recommendations.
- Prepare communications regarding updates, outages, maintenance windows, refresh schedules, and technology user best practices.
- Prepare, disseminate, and maintain staff meeting minutes, budget information, implementation timelines, department survey and customer service data.
- Working closely and cooperatively with the Director of Information Technology Operations and the Executive Director of Achievement and Innovation to help ensure proper and appropriate flow of information; advise and recommend on issues related to technology purchases and implementations, review technology orders for accuracy, and coordinating meetings requiring participation from

Information Technology Operations staff as well as ensure communication related to District technology operations is timely and comprehensible to staff at sites and other departments.

- Performing office related duties such as writing formal and informal correspondence, filing and copying documents, and providing support to the Director of Information Technology Operations and the Executive Director of Achievement and Innovation.
- Communicating with district management, including site principals regarding status of technology purchases as well as fielding concerns or complaints related to service and/or support
- Performing other duties as necessary to effectively meet the goals of the position

Knowledge and Skills

Skills are required to perform multiple, technical and non-technical tasks with a need to periodically upgrade skills in order to maintain current knowledge of technology trends, e-rate regulations, support staff best practices, etc. Specific skills required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing Digital Schools and business software applications; planning and managing projects and programs; preparing and maintaining accurate records; and the ability to maintain confidentiality. The position requires the ability to establish and maintain effective working relationships with all District personnel and outside agencies, consultants, vendors, and auditors. The ability to develop budgets and project timelines via input from third parties is required. The position requires the ability to analyze and interpret written documents and assemble data from reports.

This position must be able to perform under limited supervision using standardized practices and/or methods; coordinating projects and related personnel within a department; and monitoring budget expenditures. The ability to work with managers, directors, and staff in other District departments as well as site staff is required to perform the job's functions.

Physical Abilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

With or without the use of aids: sufficient vision to read printed materials, sufficient hearing to hear normal telephone conversations, sufficient capability to speak in an understandable voice with sufficient volume to be heard in normal conversations, sufficient manual dexterity to use telephone and operate office equipment and sufficient strength to perform lifting requirements of specific assignment.

Education and Experience

Minimum of 5 years of experience in a school district in an increasingly responsible operations and coordination position with a primary focus on technology educational and business technologies. Additional experience in a business environment is not necessary but preferred.

Licenses and Certificates

The position requires a valid driver's license.

Working Conditions

Work includes duties in both office and school site environments.