

**KERN COUNTY SUPERINTENDENT OF SCHOOLS  
APPROVED MARCH 2019  
SALARY SCHEDULE: #22  
CLASSIFIED MANAGEMENT – OVERTIME EXEMPT  
CODE: 6, 8**

**COORDINATOR II – TECHNOLOGY SERVICES**

**DEFINITION**

Under supervision of the Executive Director of Technology Services, the Coordinator of Technology Services is responsible for ensuring the continued, efficient operation of information technology resources owned or supported by the Kern County Superintendent of Schools Office (KCSOS).

The Coordinator of Technology Services will oversee the planning, development, and day-to-day operations of departments within the Division of Technology Support Services.

**EXAMPLES OF DUTIES**

Direct supervision of Network Support and User Support staff, including personnel planning, coaching, professional development, evaluation, and workload scheduling;

work with Facility staff to organize major installations, plan equipment upgrades and staff relocations;

work collaboratively with all KCSOS divisions and external technical consultants to ensure effective technical support for large scale technology projects.

oversee the maintenance and expansion of the KCSOS Local Area Network (LAN) and Wide Area Network (WAN);

directly supervise assigned staff responsible for installation and operation of technology equipment for special events and presentations to ensure the successful execution of services;

coordinate network services staff in supporting Microsoft distributed software and services at the desktop support level;

oversee the establishment and maintenance of user and e-mail accounts, passwords, back-ups and internet connectivity; assure network system security and proper running of anti-virus programs;

coordinate, direct and participate in the installation and upgrading of computer software, hardware, peripherals and network components such as cables, hubs, routers and switches;

collaborate with other divisions to organize and schedule workshops and classes for management and personnel on software applications

coordinate User Support staff in the evaluation of new equipment and software, as well as the development of purchasing proposals;

provide support with trouble-shooting problems and the installation of hardware and peripheral components, such as scanners, monitors, keyboards, printers, disk drives, and network interface cards;

coordinate work assignments and review work to assure compliance with established standards, requirements, and procedures;

direct the set-up of classroom and office work stations;

assure proper installation and maintenance of server, printing and work station hardware and software, and testing of applications to assure proper operation;

calculate and prepare cost estimates.

## **QUALIFICATIONS**

### Knowledge of:

Advanced principles, practices and trends in networking technology; and of Internet based systems, issues and concepts;

Local Area Network (LAN) and Wide Area Network (WAN);

policies, regulations and operational procedures relative to the acquisition and utilization of instructional materials;

routers and switch gear;

must possess knowledge of and willingness to stay abreast of trends, innovations and practices in both microcomputer and networking technology, including hardware and software;

must have current working knowledge of productivity software, web publishing, E-mail, data base management and security practices;

supervisory procedures.

### Ability to:

Communicate effectively in public, in conference, and in written material;

communicate professionally with various levels of management and staff;

communicate professionally in critical situations, such as presentations and special events;

develop and maintain effective business relationships with external entities;

must have excellent organizational skills and the ability to function in a highly complex environment of varying critical responsibilities;

supervise and evaluate assigned staff;

provide exceptional customer service;

provide on-the-job instruction in customer relations and project management techniques;

organize and manage ongoing services to clients;

work with business office staff on service and equipment proposals and contracts;

work effectively with customers of KCSOS on technical projects of substantial importance to the K-12 educational community within Kern County and the State of California.

### Experience:

Minimum two (2) years of experience managing staff;

minimum five (5) years of experience in IT project management;

Information Technology Infrastructure Library ITIL Certification preferred.

### Education:

A bachelor's degree from an accredited college or university is required.

### Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position is overtime exempt and has a probationary period of one year.

CP: rn

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