

KERN COUNTY SUPERINTENDENT OF SCHOOLS
REVISED/APPROVED SEPTEMBER 2011
RANGE: 45.5
CLASSIFIED
CODE: NONE

TECHNOLOGY SUPPORT PLANNER

DEFINITION

Under the direction of the assigned administrator, the Technology Support Planner will organize functions within the technology department such as project management, tracking and control, monitoring performances and productivity of the projects undertaken by the technology staff.

Perform a variety of clerical and supportive activities for the technology division including direct customer support.

EXAMPLES OF DUTIES

Organize the acquisition and tracking of hardware, maintenance agreements, license agreements, equipment and software purchases for the technology division;

track hardware and software purchases for all divisions of the Kern County Superintendent of Schools office;

assist the assigned administrator in preparation, delegation, monitoring, and follow through to completion of projects and project schedules within the division;

maintain and provide accurate project status reports to the assigned administrator.

review and process technology support tickets to ensure completion, proper billing and receipt of funds into technology accounts;

organize and maintain records for all office purchased software;

maintain Budget-Monitor and control expenditures;

maintain the office ID system;

assist district and office personnel to maintain e-mail and Internet accounts;

process e-mail and Internet request forms, maintain records, reports and billing;

provide monthly billing reports to the business office;

process division forms such as: Attendance, purchase cards, expense claims, requisitions, purchase orders, etc.;

provide direct phone support to Division of Technology internal and external customers.

QUALIFICATIONS

Knowledge of:

English usage, spelling, grammar, and punctuation;

modern office practices and equipment, including automated data management, storage, and retrieval systems;

communication techniques, strategies, and procedures;

must have current working knowledge of productivity software, web publishing, e-mail, database management and accessing the Internet on the microcomputer;

basic micro-computer and network access troubleshooting and triage techniques.

Ability to:

Abstract, compile, and prepare accurate and comprehensive reports and summaries;

communicate effectively in oral and written form;

establish and maintain a variety of complex, privileged, and sensitive data management, storage, and retrieval systems;

make arithmetical calculations with speed and accuracy;

understand and carry out oral and written directions;

establish and maintain cooperative working relationships with both internal and external customers and staff personnel;

Experience:

Four (4) years of responsible or specialized clerical experience;

proficiency in Microsoft Word, Word Perfect, and Excel.

Education:

Equivalent to the completion of the twelfth grade, including coursework and training in basic Micro-Computer operation and current office productivity software.

Coursework or training in instructional technology, technology assistance, office management, or a closely related field desired.

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 has a probationary period of six months or 130 days, whichever is longer.

TS: gs

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