

**KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED SEPTEMBER 2023
SALARY SCHEDULE: #26
CLASSIFIED ADMINISTRATIVE – OVERTIME EXEMPT
CODE: 2, 6, 8**

COORDINATOR III – TECHNOLOGY DISTRICT SUPPORT

DEFINITION

Under the supervision of the Chief Technology Officer, the Coordinator of Technology District Support is responsible for assisting Kern County school districts with technology-related needs through direct support, management of KCSOS supporting districts, and coordination of existing support relationships.

The Coordinator of Technology District Support will jointly oversee the planning, time management, and day-to-day operations of assigned employees for the duration of projects and tasks.

EXAMPLES OF DUTIES

Direct and joint supervision of Technology staff, including personnel planning, coaching, professional development, evaluation, and workload scheduling;

focus on providing excellent and professional customer service to districts and KCSOS divisions;

coordinate staff in supporting hardware, networking, software and services on behalf of districts;

maintain current lists of district contacts for technology purposes and build relationships with districts and staff through frequent communication;

creation of contracts for providing project based, incidental, and regularly occurring technology support as requested by districts;

collaborate with districts in the evaluation and selection of technology products and services, and if needed assist with the development of purchasing proposals;

discover existing standards, requirements, and procedures for technology work for each district, and coordinate work assignments and review work to ensure compliance;

conduct or coordinate technology assessments on behalf of districts including infrastructure, security, connectivity, and policies;

create detailed technology recommendations for districts based on aggregated results of conducting an assessment and produce documentation materials suited for multiple levels of understanding;

work with district staff and vendors to assist in planning and implementation of equipment upgrades and new technology installations;

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

ensure proper installation and maintenance of server and network hardware and software, and testing of applications to assure proper operation;

make recommendations regarding establishment and maintenance of user and e-mail accounts, passwords, network system security, and proper running of end-user protection programs and processes;

ensure proper operation of various data backup and restore products and processes;

assist with the creation of diagrams and documentation of networks, technology services, and technology locations;

collaborate with districts to organize and schedule workshops and classes for district technology staff for the purposes of training and education;

work with the Chief Technology Officer and other Technology leadership to establish department standards, procedures, and best practices;

assist with formal and informal technology skills assessment and assist staff with analyzing and interpreting data;

calculate and prepare cost estimates;

perform other related duties as assigned.

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 technology based instructional materials;

server operating systems and common services;

firewalls, wireless LAN controllers, routers and switch gear;

configuration and maintenance of server virtualization platforms;

storage area network and supporting infrastructure;

network video recorder systems and supporting infrastructure;

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, 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 of five (5) years of experience in Information Technology Infrastructure Management (such as: Infrastructure Manager, Senior Network Engineer, or Senior Server Administrator) with at least –

three (3) years of experience supervising staff;

three (3) years of experience working in a school district or a County Office of Education;

three (3) years of experience in Information Technology project management.

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

9/5/2023

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