

**KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED APRIL 2025
SALARY SCHEDULE: #26
CLASSIFIED ADMINISTRATIVE – OVERTIME EXEMPT
CODE: 6, 8**

PROGRAM COORDINATOR – TECHNOLOGY SERVICES

DEFINITION

Under general supervision, the Program 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 Program Coordinator of Technology Services will oversee the planning, development, and day-to-day operations of programs within the Division of Technology Support Services.

EXAMPLES OF DUTIES

Direct supervision of the 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;

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

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

meet with site personnel, technicians, teachers, and administrators to identify needs, successes, shortcomings, and plans for resolution or improvement;

enforce network file server and desktop standard configurations and enforce documentation, service desk, and reporting standards;

coordinate, direct and participate in the installation and upgrading of computer software, hardware, and peripherals such as cables, printers, and scanners;

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;

monitor services desk tickets, ensure services desk staff ticket completion rates and service desk staff members are documenting and closing tickets as directed;

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;

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

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

calculate and prepare cost estimates;

respond appropriately and within reasonable times frames to requests;

work with department and division leadership to establish department procedures and best practices;

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;

methods and procedures of operating computers and peripheral equipment;

technical aspects of LAN and WAN maintenance, and operation;

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

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 of five (5) years of experience working in the Information Technology industry with at least – two (2) years of experience supervising staff;
two (2) 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

4/4/2025

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Formerly Coordinator II – Technology Services 2024