

SCHOOL DISTRICT OF ESCAMBIA COUNTY

JOB DESCRIPTION

COORDINATOR –TECHNOLOGY SERVICES

QUALIFICATIONS:

- (1) Master's Degree from an accredited educational institution or equivalent experience in one or more of the following areas: Curriculum and Instruction, Instructional Technology, or Management Information Systems.
- (2) Minimum of three (3) years successful experience in dealing with technology services in schools and administrative offices.
- (3) Three (3) years successful experience incorporating instructional technology into the teaching/learning process.
- (4) Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of hardware and software resources, organizations, developers, vendors, and grant opportunities in the technology industry as it relates to the public school environment. Knowledge of multiple operating systems, courseware, and trouble shooting of networked hardware and software. Knowledge of network operating systems to implement and maintain network services at schools and offices. Knowledge of the issues involved in curriculum alignment, Sunshine State Standards implementation, and accountability legislation to plan and implement training in those areas. Ability to provide general and specific support to teachers in the use of instructional technology applications. Ability to incorporate the use of technology in curriculum design and implementation. Knowledge and understanding of District policies and procedures as they apply to personnel and departments. Ability to use considerable judgment in developing methods and strategies to accomplish tasks. Ability to organize and prioritize activities. Ability to communicate effectively, both orally and in writing.

REPORTS TO:

Director I – Information Technology

JOB GOAL

To provide leadership in planning, implementing, and monitoring all aspects of technology services to achieve the district's mission and strategic aims.

SUPERVISES:

Manager I-Network Services
Manager IV-Technology Support
Specialist I/II-Technology Training
Technician III-TV and Video
Teacher on Special Assignment-Instructional Technology Mentor
Instructional Technology Teacher

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- * (1) Coordinate the delivery of all technology services: wide and local area network security, reliability, management, and speed; server and workstation specifications, operating systems, security, reliability, and management; technology professional development delivery modalities and comprehensiveness; and stake holder feedback regarding the quality of IT administrative and instructional services.
- * (2) Develop, implement, and improve service management processes for the efficient delivery of technology services to all stakeholders in the district.
- * (3) Develop, implement, and improve a service catalog providing a description of the technology services offered by the department.
- * (4) Develop, implement, and monitor service level agreements with schools and departments to define the technology services supported and the standards used for monitoring performance.
- * (5) Coordinate the development, implementation, and improvement of procedures to deliver comprehensive technology professional development to all stakeholders in the district.
- * (6) Develop, implement, and monitor a service quality plan that defines key performance indicators for the technology services offered by the department to ensure that the availability of servers, workstations, networks, and technology professional development is efficiently and effectively met.
- * (7) Develop, implement, and improve procurement procedures to ensure that technology expenditures are fiscally, technically, and logistically sound.
- * (8) Develop an appropriate budget for the delivery of efficient and effective technology services to all employees and students, and monitor its implementation with appropriate Budgeting Department staff.
- * (9) Collect, analyze, and act on data collected through technology literacy tools to ensure that all employees and students are progressing toward appropriate technology literacy.
- * (10) Collect, analyze, and act on student achievement data to ensure appropriate use of technology-enriched instructional strategies throughout the district.
- * (11) Collect, analyze, and act on data collected through the use of tools and strategies designed to measure customer satisfaction and quality of technology services delivered by the department to improve effectiveness and efficiency.
- * (12) Assist principals and other instructional staff in development, implementation, and improvement of the use of technology in all instructional settings.
- * (13) Assist department heads and other administrative staff in development, implementation, and improvement of the use of technology in all administrative settings.
- * (14) Collaborate with district directors to investigate, design, and implement grant applications, which address the district's Technology and Strategic Plans.

Inter / Intra-Agency Communication and Delivery

- *(15) Assist in the interpretation of programs, philosophy and policies of the district to staff, students and the community.
- *(16) Interact with parents, outside agencies, businesses and the community to enhance understanding of district initiatives and priorities and to elicit support and assistance.
- *(17) Serve as liaison with the Florida Department of Education for assigned areas of responsibility.
- *(18) Respond to concerns and inquiries in a timely manner.
- *(19) Keep the Superintendent informed, through proper channels, of potential problems or unusual events.
- *(20) Work closely with district and school staffs to support school improvement initiatives and processes.
- *(21) Work closely with district staff, school staffs, and the Department of Grants Management and Comprehensive Planning to support the strategies and achieve the goals identified in the strategic planning process.
- *(22) Disseminate information and current research to appropriate personnel.

Professional Growth and Improvement

- *(23) Refer to professional journals and other current research to determine appropriate uses of technology applications, networking, and staff development in education.
- *(24) Maintain expertise in assigned areas to fulfill project goals and objectives.
- *(25) Facilitate the development, implementation and evaluation of staff development activities provided in assigned areas.
- *(26) Promote and support professional growth for self and others.
- *(27) Develop annual goals and objectives consistent with and in support of District goals and priorities.
- *(28) Maintain a network of peer contacts through professional organizations.
- *(29) Attend training sessions, conferences and workshops to keep abreast of current practices, programs and legal issues.

Systemic Functions

- *(30) Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.
- *(31) Prepare or oversee the preparation of all required reports and maintain appropriate records.
- *(32) Serve on District, state or community councils or committees as assigned or appropriate.
- *(33) Represent, consistently, the District in a positive and professional manner.
- *(34) Perform other incidental tasks consistent with the goals and objectives of this position.

Leadership and Strategic Orientation

- *(35) Provide leadership and direction for the assigned areas of responsibility.
- *(36) Provide leadership and guidance in the development of annual goals and objectives for assigned department or programs.
- *(37) Utilize appropriate strategies and problem-solving tools in making decisions concerning planning, utilization of funds, delivering services and evaluation of services provided.
- *(38) Assist in implementing the District's goals and strategic commitments.

- *(39) Exercise proactive leadership in promoting the goals and mission of the District.
- *(40) Provide oversight and direction for cooperative planning with other agencies.
- *(41) Set high standards and expectations for self and others.
- *(42) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- *(43) Use appropriate styles and methods to motivate, gain commitment and facilitate task accomplishment.
- *(44) Facilitate problem solving by individuals or groups.

PHYSICAL REQUIREMENTS:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

*Essential Performance Responsibilities

Administrative Salary Schedule – Pay Grade 7

Date of Board Approval: August 19, 2003

Date of Revision: April 21, 2009