

SCHOOL DISTRICT OF ESCAMBIA COUNTY

JOB DESCRIPTION

COORDINATOR VI - OPERATIONS

QUALIFICATIONS:

- (1) Two (2) year college degree in Systems Science or two (2) year technical degree in Information Systems.
- (2) Minimum of five (5) years experience in Enterprise System Computer Operation with proven experience in customer relations.
- (3) Minimum of five (5) years experience in a leadership role in computer operations.
- (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:

Ability to provide skills transfer on technical subjects to the receiver of the skills at the receivers level. Strong knowledge of Personal Computers for emulation to the host, distributed transaction applications utilizing DOS, Windows and advanced skill in Word Processing using Corel Word Perfect and Microsoft Word. Ability to plan, document and generate detailed, easy to follow written and oral communications for the Operations staff. Possess leadership, judgment and logical thinking skills required for problem determination with equipment, procedures and software.

REPORTS TO:

Director II – Systems, Communications and Operations

JOB GOAL

To plan, document and schedule Information Systems resources in an effective and efficient manner for customers.

SUPERVISES:

Enterprise System Computer Operators

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- * (1) Coordinate schedules and production operations tasks to produce timely professional looking output for the School District's schools and departments.
- * (2) Plan, document and schedule work assignments for Computer Operations Team.
- * (3) Provide guidance and training in the operation of equipment and performance of duties to the Operations staff.
- * (4) Review previous day's accomplishments with a critical eye for quality and timeliness.
- * (5) Inventory and maintain an adequate two-month supply of consumables for the necessary operations.

COORDINATOR IV – OPERATIONS (Continued)

- * (6) Provide for the development and maintenance of concise, easy to follow computer operations procedures for customer applications and routine operations functions, including equipment use and maintenance.
- * (7) Educate the Operations Support Staff on the use of new tools and techniques.
- * (8) Perform initial equipment problem determination and work with vendor support structure to resolve problems quickly and with minimum impact.
- * (9) Control the filing and retrieval of all data files, electronic systems and electronic programs.
- * (10) Support the daily activities of the Information Systems Applications, Operations and Systems Support teams and School District based customers involving Enterprise System Computers and communication equipment.
- * (11) Assist in maintaining logs that will provide the operations area with the ability to detect all errors caused by machines, operators or programs.
- * (12) Assist Customer Department and Applications Support Staff in problem determination.

Inter / Intra-Agency Communication and Delivery

- * (13) Work closely with District and school staffs to support school initiatives and processes.
- * (14) Disseminate information and current research to appropriate personnel.
- * (15) Respond to inquiries and concerns in a timely manner.
- * (16) Keep supervisor informed of potential problems or unusual events.
- * (17) Interact with parents, outside agencies, businesses and the community to enhance understanding of District initiatives and priorities as required.

Professional Growth and Improvement

- * (18) Keep well informed about current trends and best practices in areas of responsibility.
- * (19) Maintain expertise in assigned areas to fulfill department goals and objectives.
- * (20) Promote and support professional growth of self and others.
- * (21) Develop annual goals and objectives consistent with and in support of District goals and priorities.
- * (22) Maintain a network of peer contacts through professional organizations.
- * (23) Attend training sessions, conferences and workshops to keep abreast of current practices, programs and legal issues.

Systemic Functions

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

Leadership and Strategic Orientation

- * (29) Provide leadership and direction for the assigned areas of responsibility.
- * (30) Provide leadership and guidance in the development of annual goals and objectives for assignment.
- * (31) Set high standards and expectations for self and others.
- * (32) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- * (33) Facilitate problem solving by individuals or groups.

PHYSICAL REQUIREMENTS:

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

TERMS OF EMPLOYMENT:

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

COORDINATOR IV – OPERATIONS (Continued)

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.

Job Description Supplement No. 07

*Essential Performance Responsibilities

Professional Salary Schedule – Pay Grade 13

Date of Board Approval: August 21, 2001

Date of Revision: October 22, 2002