

SACRAMENTO COUNTY OFFICE OF EDUCATION

CLASSIFICATION TITLE: Coordinator, Technology Support

DEFINITION

Under the guidance of the Director, performs a variety of specialized duties related to the day-to-day management of the technology support staff as well as implementation, management and troubleshooting of various telecommunications systems; oversees technical support for users and coordinates training operations; performs related duties as assigned.

DIRECTLY RESPONSIBLE TO

Appropriate administrator

SUPERVISION OVER

Clerical, technical and professional staff as assigned.

DUTIES AND RESPONSIBILITIES (This position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in this classification.)

Manages a technology support/training staff and the telecommunications systems for the Computer, Network and Telecommunications Support department (CNTS); oversees the support and repair of all computers and cellular devices; allocates staff and resources to serve customers and make sure timelines and technical needs are met; oversees the design, installation and configuration of telephone and data cabling infrastructures at SCOE sites; responsible for managing budget for telecommunications costs; reviews bids and quotes related to technology purchases; assesses feasibility of purchases and makes recommendations; maintains telephone system for organization; keeps current on discounts available through E-Rate, and other resources for telecommunications reimbursement; maintains cost accounting database for telecommunications billing; coordinates equipment and staff movement in the organization which involve technology; maintains and expands operation of training including all aspects of user support, technical assistance, field-based user training, and training workshops for special groups; interfaces and consults with suppliers, service vendors and staff to maximize the overall efficiency of operations; prepares reports including budget projections and fixed assets; attends meetings, trainings and forums as necessary..

MINIMUM QUALIFICATIONS

Education

Any combination of education and training equivalent to a bachelor's degree which demonstrates the ability to perform the duties and responsibilities as described; advanced coursework in computer technology, network administration, project management or similar field is desirable.

Training and Experience

Experience with managing a technical department; additional coursework or training in all aspects of technology, including desktop computers and telecommunication systems is desirable.

Knowledge of

Local area network infrastructure; a variety of network protocols; telephony systems and related hardware; network security regulations; E-Rate regulations; telecommunication and network terminology; network monitoring software; standard software applications and peripheral equipment; database design and development; principles of supervision, training and evaluation.

Skill and Ability to

Communicate effectively both in oral and written form; explain technical concepts to nontechnical customers and staff; maintain current knowledge of technological advances; analyze situations accurately and adopt an effective course of action; prioritize, organize, and schedule work assignments and projects; create and manage budgets; develop training schedules; troubleshoot telephony systems and related hardware; effective supervision skills to select, assign, train and evaluate personnel; establish and maintain cooperative working relationships with those contacted during the course of work.

Other Characteristics

Possession of a valid California driver's license and be able to provide own transportation in conduct of work assignments; willingness to travel.

Revisions approved by Personnel Commission: 8/10/10

Former title: OTAN Network Coordinator

Approved by Personnel Commission: 11/96