



COMMUNICATIONS & CUSTOMER SERVICE TECHNICAL COORDINATOR

Classification: Professional Technical Level 3

Location: Communications

Reports to: Director of Communications & Customer Service

FLSA Status: Non-Exempt

Employee Group: Professional-Technical

This job description does not constitute an employment agreement between the district and the employee and is subject to change as the district's needs and position requirements change.

Part I: Position Summary

The position performs various technology, customer service, and communications support functions, including equipment and software and support, district audio/visual project management, district event support services, and district project management, as directed by Communications and the Superintendent's Office.

Part II: Supervision and Controls over the Work

The Communications & Customer Service Technical Coordinator is assigned projects and responsibilities by the Director of Communications & Customer Service, who sets objectives and priorities in partnership with the Superintendent's Office. Assigned work is generally performed with minimal supervision, although the director can provide additional guidance and direction for more complicated assignments or to assist in resolving more complex issues. Assignments are performed consistent with professional and technical standards and practices and with minimal disruption to district services. Work is evaluated based on effectiveness in meeting objectives and priorities and reliability of completed work.

Part III: Major Duties and Responsibilities

1. Leads district AV systems project management, troubleshooting problems, equipment and software standardization recommendations, district system maintenance, and AV systems life-cycle project management activities.
2. Research and recommend acquiring new multi-media equipment and software and train and support users in computer and AV equipment and software application use. Develops, implements, and maintains a district standard for AV equipment availability and use. Effectively communicates the procedures and functionality of various system tools in group settings, by phone, and in one-to-one consultation to provide clear, easy-to-navigate instruction and coaching.



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3. Provides technical support, consultation, and training for executive leadership as directed by the director. Provide troubleshooting, customer service, project management, and support for Communications and the Superintendent's Office.
4. Provides support at district leadership, school board, and superintendent events.
5. Coordinates school board meetings and on-site/off-site meeting support, including projection, recording, broadcasting, and sound requirements.
6. Receives inquiries concerning district programs and projects. Refers inquiries as appropriate or personally researches the inquiry and prepares and communicates response. Tracks and assures timeliness of responses individually or through coordination with others and supervisor approval.
7. Participates in/facilitates meetings and workshops (e.g., associated user groups) to communicate projects managed by Communications and the Superintendent's Office regarding capabilities, best practices, and accommodating district goals.
8. Produces training materials using various applications to keep systems' users updated with program changes.
9. Researches and develops project plans aligned to the strategic plan and the department action plan in coordination with the Director of Communications & Customer Service and the Superintendent's Office.
10. Develop and prepare user materials for end users for projects managed by Communications and the Superintendent's Office for the purpose of providing instruction and reference.
11. Works collaboratively with district staff to ensure a smooth overall workflow process to ensure excellent customer service.
12. Collaborates with school administrators and District leaders to support and advise on the identified projects and district strategic work.
13. Supports Communications and the Superintendent's Office with project management and technical support. Provides customer service, technical support, and project management to support the district strategic plan as directed by the Director of Communications & Customer Service and the Superintendent's Office.
14. Performs other duties as assigned.



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Part IV: Minimum Qualifications

1. Must have experience working or interacting successfully with culturally diverse families and communities or have otherwise demonstrated a commitment to strengthening the engagement of a diverse community and skill in communicating with a diverse population.
2. Minimum two-year associate degree or equivalent experience in technology, communications, or directly related fields.
3. Two years of experience in multi-media equipment, computer, software, installation, maintenance, and support.
4. Excellent interpersonal skills and ability to communicate effectively over the telephone and in person with customers who may lack technical skills and display frustration over technical issues and problems.
5. Organizational skills to establish work schedules, manage priorities, and manage multiple tasks and issues simultaneously.
6. Ability to work collaboratively.

Part V: Desired Qualifications

1. Bachelor's degree in technology, business administration, engineering, or directly related fields or a combination of training and work experience.
2. Knowledge and experience with district-specific equipment and software.

Part VI: Physical and Environmental Requirements

The physical demands and work environment described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is frequently required to bend, reach, perform repetitive motions, sit, stand, move about, hear, and speak. The employee is also required to perform extensive work at a computer display terminal.

The employee must occasionally lift and move 25 to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.