



Kalamazoo Regional Educational Service Agency Job Description

Job Title: Coordinator, Technology Sites
Reports To: Director of Technology
FLSA Status: Exempt
Prepared By: Technology KB
Approved By: Human Resources
Prepared Date: 3/2014
Last Revised Date: 3/2016

Summary: The Technology Site Coordinator is responsible for supervision of technology systems, services and staff for 1 to 5 school districts or ISD/RESA's.

Essential Duties and Responsibilities: Provide systematic technology leadership for partnering district(s) that may include planning, developing, and implementing district technology as needed to advance the strategic goals of partnering district.

- Work with engineers and outside vendors to ensure reliable LAN/WAN and server infrastructure
- Process time-sensitive eRate paperwork in conjunction with a consultant and appropriate business office staff
- Develop and maintain site specific budgets to support district technology needs
- Provide technology support when necessary
- Participate in any relevant meetings to support MiTech and partner district objectives.
- Assist Shared Service Coordinator with annual contracts
- Communicate with district staff inform them about technology issues, updates or changes.
- Find innovative ways to enhance the use of technology in partnering district
- Oversee and monitor the helpdesk tickets to review work orders, set priorities, resolve operating problems, and coordinate user assistance
- Supervise technology support staff at KRESA and/or educational partnership to ensure a high level of customer service.
- Project management for MiTech and partner district(s)
- Follow established technology standards and practices in alignment with other MiTech sites.
- Ensure that all data is backup up and servers are included in a tested DR plan
- Follow security measures to ensure the integrity and reliability of all technology systems.
- Other duties as assigned by the Director of Information Technology Services.
- Perform other assigned duties and responsibilities not in conflict with applicable laws, Board policy, or conditions of employment as assigned by the Technology Services Manager, Technology Director or Superintendent(s).
- Regular and consistent attendance
- Other duties as assigned

Must have knowledge of and comply with the policies and procedures contained in the Kalamazoo RESA handbook

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Bachelor's degree in a management, business, technology or other related field is preferred.
- Knowledge and experience working in educational institutions preferred
- Three years of successful, related work experience in computer systems repair, information management, or an equivalent combination of education and experience
- Systems administrator experience in a Microsoft environment
- Experience in Windows and Mac operating systems, networking, Microsoft Office, and other productivity software applications.

Certificates, Licenses, Registrations: Valid Michigan driver's license and good driving record required. A+ and Network+ certifications preferred.

Language Skills: Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from individuals or groups. Ability to speak clearly and concisely both in oral and written communications.

Mathematical Skills: Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Other Skills and Abilities: Documented/demonstrated current knowledge of desktop computers, peripheral equipment, database management, word processing, spreadsheets and open systems technology required. Demonstrated knowledge of PC basics, including technical terminology and acronyms and working knowledge of PC systems and peripheral connectivity. Ability to effectively manage multiple tasks and demonstrate effective time management skills to meet deadlines. Strong teamwork, interpersonal communication and group problem solving skills. Ability to travel to and from work sites. Ability to work a flexible workday and workweek. Ability to exercise good judgment and make decisions in accordance with policies and procedures. Ability to read, understand, and apply information in hardware/software manuals or following computer instructions. Ability to work as part of a highly motivated, interdisciplinary team. Demonstrated experience in setting up, maintaining, and troubleshooting electronics equipment and networks.

Supervisory Responsibilities:

Responsibilities include following KRESA and assigned district policy, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to reach with arms and hands, stand, walk and sit. The employee must frequently lift and/or move up to ten pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The noise level in the work environment is usually quiet.

The employee shall remain free of any alcohol or nonprescribed controlled substance in the workplace throughout his/her employment in the District.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

It is the policy of Kalamazoo Regional Educational Service Agency that no discriminating practices based on gender/sex, sexual orientation, race, religion, height, weight, color, age, national origin, disability or any other status covered by federal, state or local law be allowed during any program, activity, service or in employment. The following positions at Kalamazoo RESA have been designated to handle inquiries regarding the nondiscrimination policy. Human Resources Director, Tom Zahrt; Assistant Superintendents: Margaret McGlinchey & Laurie Montgomery. Contact information: 269-250-9200, 1819 E. Milham Avenue, Portage, MI 49002.