



Kalamazoo Regional Educational Service Agency Job Description

Job Title: Shared Technology Services Coordinator
Reports To: Technology Services Director
FLSA Status: Exempt
Prepared By: Human Resources
Approved By: N/A
Prepared Date: 03/2013
Last Revised Date: 03/2013

Summary:

Coordinates shared technology services across participating districts.

Essential Duties and Responsibilities:

- Lead sharing of technology services with other ISD's and LEA's in the region.
- Coordinate and evaluate shared services staff based on feedback from customers
- Create structures, policies, and procedures to support efficient and cost effective sharing of technology staff and infrastructure
- Promote standards and best practices among sharing entities
- Drafts and maintains intergovernmental agreements for service
- Builds shared services customer base through personal contact and coordination with district and ISD/ESA Technology departments
- Assists Director in assembling Shared Services catalogue and preparing agreements and monitoring performance
- Promote sharing of technology services through the website and other means of marketing
- Work with customers and managers to assure quality services are provided for all customers
- Participates as part of a team to communicate assignments, timelines and determine status of individual projects and work orders focusing on providing quality services to all internal and external customers
- Coordinates and assists in grant preparation, federal USF processing and reporting. Reviews policy and procedures and prepares recommendation for team
- Provide effective oral or written instructions. May conduct training sessions
- Assists with scheduling and committee support functions as the Director of Technology may assign
- Ensures proper billing and budgeting for shared services
- Perform other administrative duties as assigned by the Director of Technology
- 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

Essential Duties and Responsibilities (cont.):

- Recommends and coordinates changes to the support technology services.
- Recommends and implements improved methods for supporting customer needs.
- Other duties as assigned.

Education and/or Experience:

Bachelor's degree; or five years related experience and/or training; or equivalent combination of education and experience.

Certificates, License, Registration:

If applicable.

Other Skill & Abilities:

Ability to communicate effectively including listening.

Delegates work assignments as appropriate.

Keeps director abreast of status.

Works in a team oriented fashion.

Ability to efficiently use computer and applicable software.

Ability to problem solve.

Ability to read, analyze and interpret data.

Ability to write reports, correspondence and documentation.

Effectively present information in front of groups and engage in audience.

Displays willingness to support and make decisions with sound judgment in timely manner.

Maintains confidentiality.

Adapts to frequent changes in the work environment and technology.

Practices safe work habits.

Uses equipment and material properly.

Supervisory Responsibilities:

Supervises Computer Support Technician staff, Computer Support Specialist I and Computer Support Specialist II employees.

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is frequently required reach with hands and arms, stand, walk and sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision 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.