

NORTHERN BUCKEYE EDUCATION COUNCIL
JOB DESCRIPTION

FILE 49.00

- Title:** **Technical Services Coordinator**
- Reports to:** Network/Systems Services Director and to those on the NBEC organizational chart to whom that position reports.
- Job Objective:** Promoting NBEC/NWOCA offerings while coordinating the evaluation, recommendation, presentation and implementation process of technology opportunities for member districts, community and non-public schools.
- Minimum Qualifications:**
- Working knowledge of the various server and desktop. Including but not exclusive to Windows, OS X and Linux
 - Minimum of Bachelor's Degree in technical a technical field and 5 years experience in the K-12 environment.
 - Familiarity with Thin Clients and Citrix Application Sharing a plus.
 - Good working knowledge of Windows Active directory and policy administration
 - Good working knowledge of Apple OS X Open Directory and policy administration
 - Knowledge of the various applications used in the K-12 space. These would include applications at all levels and media center packages.
 - Have the ability to demonstrate and excellent 21st century skill set.
 - Working knowledge of TCP/IP networking configuration.
 - Understanding of curriculum in K-12 environment.
 - Ability to travel within a specific region in an employee-provided vehicle.
 - Good communication and typing skills, and the ability to schedule his/her own time effectively.
 - A record free of criminal violations that would prohibit employment in the public sector.
 - Supports the goals and philosophy of the organization.
 - Maintains a professional image and high level of integrity.
 - Complies with drug-free workplace rules and board policies.
 - Meets staff development requirements by obtaining mandated Continuing Education Units (CEU's).
- Essential Functions:**
- The following are typical work responsibilities. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.
- Provide support and guidance and coordinate workloads for NWOCA Hardware Technicians and any student assistants.
 - Work with districts to implement various services offered through the NWOCA Hardware group. These services currently include On-site technical support, hosted domain and application services, and desktop deployment.
 - Determine school district needs and how these can be addressed with NWOCA technical resources.
 - Work with the school districts to review new technologies and determine how they can be deployed to the districts.
 - Recommends process and procedures for technical staff located in the various districts.
 - Performs network and system management functions as assigned by the Network/Systems Services Director.
 - Upholds board policies and follows administrative guidelines/procedures.
 - Respects privacy. Maintains the confidentiality of privileged and sensitive information.
 - Keeps current with technology, workplace innovations, and obtains relevant training that support job functions.
 - Effectively communicate with technical and non-technical staff
 - Maintains open and effective communications. Promotes the organization's mission, philosophy, and vision. Serves as an information resource as needed.
 - Designs and leads user training as assigned.
 - Performs other specific job-related duties as directed.
 - Cooperates with all NBEC personnel as well as with the public.
 - Pursues personal growth opportunities to enhance performance and advance organizational goals.
 - Strives to develop rapport and serves as a positive role model for others.
 - Maintains a professional appearance. Wears work attire appropriate for the position.
 - Performs other specific job-related duties as directed.

Abilities Required: The following personal characteristics and skills are important for the successful performance of assigned duties.

- Acknowledges personal accountability for decisions and conduct.
- Averts problem situations and helps resolve conflicts.
- Effectively uses listening, observation, reading, verbal, nonverbal, and writing skills.
- Supports teamwork and a positive work environment.
- Interprets information accurately and initiates effective responses.
- Home internet access.
- Maintains an acceptable attendance record and is punctual.
- Organizes tasks and manages time effectively. Meets deadlines despite time constraints.

Working Conditions: To promote safety, employees are expected to exercise caution and comply with safety regulations and NBEC policies/procedures when involved in the following situations/conditions.

- Exposure to adverse weather conditions and seasonal temperature extremes.
- Exposure to blood-borne pathogens and communicable diseases.
- Interactions with aggressive, disruptive, and/or unruly individuals.
- Operating and/or riding in a vehicle.
- Lifting, carrying, and moving work-related supplies/equipment.
- Performing repetitive tasks and using a computer keyboard/monitor for prolonged periods.
- Traveling to meetings and work assignments.
- Home internet connection, cellular telephone are required.
- On call hours required.

Performance Evaluation: Job performance is evaluated according to policy provisions and contractual agreements adopted by the Northern Buckeye Educational Council (NBEC).

The Northern Buckeye Educational Council (NBEC) is an equal opportunity employer. This job description identifies general responsibilities and is not intended to be a complete list of all duties performed. This document is subject to change in response to staffing factors, funding variables, modified operating procedures, and other unforeseen events.

The Northern Buckeye Education Council (NBEC) reserves the right to revise and/or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied employment contract.