



Immediate Supervisor	Director of IT	FTE	1.0	FLSA Status	Exempt
<b>Position Summary</b> The Technology Coordinator acts as a technology integration architect and building's technical support. This position provides leadership for the school in a broad range of technology-related responsibilities and implements, coordinates, and evaluates the integration of educational technology tools to support classroom instruction. This position assists in the support and maintenance of the school's technology system.					

#### Basic Duties and Responsibilities

- Follows and maintains knowledge of all school policies and procedures.
- Communicates effectively, timely, and responsibly with all stakeholders and resolves conflict in a professional manner.
- Assists in the development and facilitation of the school's technology plan and other duties as assigned.
- Respond, resolve, and escalate tickets in accordance to SLA..
- Repair broken assets such as chromebooks and laptops.
- Troubleshoot chromebook and laptop issues.
- Provide technical support to students and staff.
- Imaging computers and chromebooks.

#### Essential Administrative and Systems Management Responsibilities

- Manages email systems including: creation/deletion of users, updating of email groups, and management of filtering/security.
- Assists the Communications and Marketing Coordinator with the website
- Tracks and document electronic devices assigned to staff, faculty, students, and volunteers.
- Maintains; manages; and sets schedules and procedures for onboarding/offboarding of stakeholders within information systems used for PACT technology (Google Workspace, Google Asset Management for Chromebooks, Infinite Campus, Go Guardian, Adobe, etc.)
- Works with staff to manage the delegation of tasks required to meet deadlines for systems to be ready prior to the start of the new school year. This includes internal and externally hosted management systems and the maintenance and troubleshooting to insure the linking of students/parents/courses with help of school staff. These deadlines shall be communicated and coordinated with the Executive Director of Building Operations.
- Oversees school clocks and bells and delegates/trains facilities staff to maintain the systems.
- Coordinates the management and maintenance of telecommunications systems.
- Provides input on Internet Acceptable Use Policy and have systems in place and configured to maintain proper compliance with the Children's Internet Protection Act (CIPA).
- Maintains knowledge and understanding of current laws, rules, and regulations regarding CIPA guidelines.
- Assists Business Accounts Specialist in supporting payment systems.
- Maintains a default calendar with annual; weekly; monthly; and semester deadlines and scheduled tasks, appropriating sufficient time for planning, training, research, budgeting, evaluations, and other duties.

#### Essential Collaboration Responsibilities

- Maintains relationships with vendors; consultants; and staff to work as a team to meet goals, deadlines, and a positive learning environment for students.
- Works with technology vendors and consultants in the planning and lifecycle of network security software and appliances, building security systems including automation, entry systems, video surveillance systems, and life safety systems.
- Delegates and trains staff to assist in data entry of courses, students, parents, and teachers.

#### Essential Equipment Support Responsibilities

- Maintains an organized inventory of peripheral items such as keyboards, mice, network cables, video cables and provides to users in the event of failures of such items.
- Maintains and administers support for projectors and audio/video systems throughout the school.
- Sets up, maintains, and manages school-issued Chromebooks allocated to students.

### Supervisory Responsibilities

This position may supervise volunteers, interns, or students.

### Work Requirements and Characteristics

Education and Experience	Skill Requirements
<ul style="list-style-type: none"> <li>• Bachelor's Degree in Computer Science, Technology, or a related technology/computer field, or 3 years of IT experience with helpdesk.</li> <li>• A mission-driven individual with a belief in and commitment to PACT's mission, vision, and character-traits.</li> <li>• Have at least three (3) years' experience in working with students and educational staff in the field of educational technology preferred.</li> <li>• Experience in grant and e-Rate administration is a plus.</li> <li>• Previous experience as a computer/systems technician and or L2 preferred.</li> <li>• CompTIA A+</li> </ul>	<ul style="list-style-type: none"> <li>• Must be self-motivated and able to work efficiently and effectively with minimal supervision.</li> <li>• Must be able to work throughout the calendar year and varied hours (including evenings/weekends), as needed.</li> <li>• Must have above-average communication skills and the ability to work well with and lead others, as needed.</li> <li>• Demonstrates skills in managing, configuring, and maintaining current version Windows OS, G suite, and student information system.</li> <li>• Understand print services and Print management</li> <li>• Understand how network flow and the handshakes.</li> <li>• Basic understanding of Servers, Switches, and Access Points (AP).</li> <li>• Basic understanding of DNS Server and DHCP Server.</li> <li>• Solid understanding of TCP/IP and UDP.</li> <li>• Basic understanding of virtualization/VM.</li> <li>• Basic understanding of Active Directory and Domain Controller.</li> <li>• Basic understanding of Group Policy and Security Policy.</li> <li>• Basic understanding of RMM platform for Asset Management and Patch Management.</li> <li>• Basic understanding of Firewall.</li> <li>• Solid understanding of WLAN, VLAN, and WAN.</li> <li>• Must have a proven track record in providing vision and guidance to integrate new technology solutions into an educational institution which enhances productivity and student learning, while being user-friendly for teachers, staff and families.</li> <li>• Knowledge of FERPA laws and ability to maintain confidentiality with student and staff information.</li> </ul>

Hazardous Working Conditions and/or Exposure	See Physical Demands & Working Environment Chart
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### Approval

This position description reflects an accurate summarization of the current duties and responsibilities assigned to the position and may be subject to other duties as assigned.

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Employee Signature

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Date

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Direct Supervisor Signature

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Date

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Human Resource Specialist Signature

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Date