

EDUCATIONAL SERVICE CENTER OF CENTRAL OHIO

JOB DESCRIPTION

TECHNOLOGY COORDINATOR

Minimum Qualifications:

- Bachelor's degree or equivalent combination of training or work experience
- Minimum 2 years' experience in utilizing student software systems in an educational environment
- Experience in public sector/school environment preferred
- Documentation of a clear criminal record in compliance with state statute.
- Complies with drug-free workplace rules and Board policies

Note: This assignment may require a valid driver's license and access/availability of a reliable vehicle. Employees must meet all prerequisite and ongoing qualifications to be covered by the service center's insurance carrier.

FLSA Classification: Exempt

Reports To: Director of Technology and Digital Learning

Job Objectives:

The Technology Coordinator is a senior technology resource serving as a liaison for counterparts within the ESC, agency partners, and member districts. This individual will serve as the principal Systems Administrator and Network Analyst while supporting IT staff in daily operations. This position will be responsible for maintaining and implementing a Technology Plan that supports the long-term goals of the agency, streamlines the use of resources, and ensures continuous operations of critical systems. This role will build upon the existing department's competencies and will increase daily efficiency through educational advancement, process automation, and the implementation of a continuous improvement strategy.

Responsibilities and Essential Functions:

"The following duties are representative of performance expectations, however the list below is not ranked in order of importance."

- Provides direct oversight of Help Desk, mentor staff, and set priorities to support agency's goals
- Encourages Help Desk personnel to develop their skill set beyond current boundaries into a level of advanced practitioners or specialists
- Monitors Manage Engine ticketing system to ensure timely issue resolution

- Promotes a culture of customer service excellence through service metrics and ongoing training
- Adheres to established best practice policies in an effort to ensure the availability, security and performance of infrastructure systems
- Ensures the accurate logging of problems, requests, troubleshooting and time-to-resolution
- Manages a heterogeneous network of 50+ servers and 150+ interrelated dependent devices
- Supports Windows, Macintosh and Linux operating systems for servers and workstations
- Manages Windows Active Directory (AD) and Active Directory Federated Services (ADFS)
- Manages hybrid Exchange Server infrastructure and Office 365 integration
- Supports VMware virtualization resources
- Manages cloud resources including: Microsoft Azure, Amazon Web Services and Google Cloud Platform
- Assist with hardware and software evaluations, recommendations, and negotiations
- Plans and executes the selection, installation, and configuration of Server and network equipment
- Assists in the development of project plans, risk assessments and troubleshooting procedures
- Configures and manages the storage environment including replication and recovery
- Manages network services including; DNS, DHCP, SMB and Radius
- Perform network analysis and conduct performance tuning
- Manages Google Applications, users, and organizational security
- Provides expertise in tools such as PowerShell, SSMS, Wireshark, and MDT
- Manages data backup operations and follow procedures to ensure that all data backups are successful, secure, and recoverable
- Manages physical security, access and video systems
- Conducts disaster recovery planning and testing
- Provides support for WordPress requests, template modifications, and regular server maintenance
- Works with software vendors to file bug reports and resolves technical issues
- Manages Conference Center infrastructure and supervise support services personnel
- Provides support and maintenance of SQL Server, Solomon, Symantec, and Sophos applications
- Supports compliance initiatives related to HIPA, FERPA, and other applicable state and federal laws
- Supports existing ShoreTel telephony servers and hardware
- Provides end-user support and training as needed
- Provides after-hours support for infrastructure related emergencies as well as occasional weekend maintenance

- Responsible for maintaining and implementing Technology Plan that supports the long-term goals of the agency, streamlines the use of resources, and ensures continuous operations of critical systems.
- Develops internal training program to reduce or eliminate the use of external consultants.
- Develops and coordinates internal resources to support the mission of the agency and member districts.
- Oversees plan to document and cross train job responsibilities to help insulate agency from the effects of turnover and attrition.
- Consolidates redundant IT services.

ESC

- Implements standardized IT services framework that ensures optimal service levels backed by defined metrics.
- Implements *Lean* methodologies which regularly examine key processes and provide continuous process improvement.
- Supports a culture of excellence through clearly defined vision and collaborative teamwork.
- Plans and manages a segment of the Technology budget.
- Responsible for recruiting, interviewing, and hiring next generation of IT talent.
- Responsible for developing and supervising training programs for employee development.
- Creates a plan to successfully integrate an IT intern program into the Help Desk.
- Creates unified collection of system and procedural documentation for all critical systems and functions.

SST

- Provides managed services and support for Apple products.
- Provides onsite assistance to SST 11 staff for their daily needs.
- Advises and assists in the transition of SST 11 web site.
- Provides project management services.

OICALI

- Consolidates network and server infrastructure resources.
 - Integrates infrastructure monitoring and alert notification into existing ESC system.
 - Centralizes helpdesk resources.
 - Designs and tests physical site recovery and related disaster recovery components.
 - Integrates OICALI 5-year plan into agency Technology Plan.
 - Cross train technical resources.
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- Performs other specific job-related duties as directed by the Superintendent or his/her designee

“Job performance is evaluated according to the policy provisions adopted by the Governing Board of the Educational Service Center of Central Ohio.”

Conduct:

Each staff member shall remain free of any alcohol or non-prescribed controlled substance and abuse of any prescribed controlled substance in the workplace throughout his/her employment with the ESC.

Terms of Employment:

Each staff member shall serve as a role model for students in how to conduct themselves as citizens and as responsible, intelligent human beings. Each staff member has a legal responsibility to help instill in students the belief in and practice of ethical principles and democratic values.

January 2020