International Leadership of Texas

The mission of ILTexas is to prepare students for exceptional leadership roles in the international community by emphasizing servant leadership, mastering the English, Spanish, and Chinese languages, and strengthening the mind, body and character.

Job Title: Technical Support Coordinator

Exemption Status/Test: Exempt

Reports to: Ex. Director of Technology

Date Revised: 06/2020

Dept./School: Technology

Primary Purpose:

The Technical Support Coordinator will be responsible for supporting the districts IT systems which include computers, networks, internet access, telephone lines and other technology in a fast-paced environment. In addition, this individual should be able to quickly troubleshoot, diagnose and repair issues with basic and advanced equipment such as computers, copiers, scanners, and fax machine, audio visual equipment, network equipment and infrastructure so that the district experiences as little downtime as possible.

Qualifications:

Education/Certification:

Associate's Degree/High School Diploma/GED Required

Degree in computer science or management information systems, or related – preferred

Basic Computer Certifications (CompTIA+, Network+, Microsoft etc.)

Special Knowledge/Skills:

Displays the ability to support computers and software effectively.

Demonstrates the ability to perform in a leadership role with professionalism, courtesy and fairness.

Understands basic computer components and has the skills necessary to repair or replace them as needed.

Understands basic network infrastructure

Shows knowledge of inventory control for the purpose of ensuring that necessary equipment and replacement parts are always on hand.

Possesses excellent communication skills for communicating with the IT team, employees and other departments

Shows proficiency in research and company evaluation.

Experience:

3-5 years IT related experience

Major Responsibilities and Duties:

1. Works with management and other departments to implement a successful IT plan and train individuals who will need to use it.

2. Familiar with standard concepts, practices, and procedures within a wide variety of IT related fields including infrastructure, construction, and systems integration.

3. Troubleshoots network infrastructure, hardware and software to assess the issues, resolves/escalates

4. Establishes various guidelines for evaluating IT systems and make recommendations where improvements can be made.

5. Maintaining and monitoring project plans, project schedules, and work hours.

6. Assess project risks and issues and provide solutions where applicable.

7. Undertaking project tasks as required to meet deadlines.

8. Responsible for overseeing and maintaining districtwide technology inventory.

9. Implements the plan for repair or replacement of computers and other forms of technology.

10. Diagnoses and resolve issues when computers or other technologies are not working as they should.

11. Work independently on escalated issues with contracted tier 3 support personal.

12. Train other IT professionals and supervise/assist with projects as needed.

13. Ability to be flexible and work on tight deadlines.

14. Ability to work effectively both independently and as part of a team.

15. Has strong organizational, communication, and personal relations skills.

16. Supporting and guiding campus technicians in their day to day duties.

17. Travel as required throughout the district.

Other

18. Compile, maintain, and file all reports, records, and other documents required.

19. Comply with policies established by federal and state law, State Board of Education rule, and local board policy.

20. Follow district safety protocols and emergency procedures.

21. Any and all other duties as assigned by your immediate supervisor.

Supervisory Responsibilities:

Oversee campus technicians.

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Hand tools and test instruments for electronic repairs and cable installations; standard office equipment including personal computers and peripherals

Posture: Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching; may climb ladders

Lifting: Regular moderate lifting and carrying (up to 44 pounds); occasional heavy lifting and carrying (45 pounds and over)

Environment: Work is performed in an office environment; frequent on-call and after-hours work; occasional districtwide travel; may be required to be on-call 24 hours a day.

Mental Demands: Work with frequent interruptions; emotional control under stress

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This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by _____ Date _____

Received by _____ Date _____