



Job Description

Job Title: Coordinator of Student Technology Support

Position Code:

Job Classification: Exempt

Supervisor: Supervisor of Technology Operations

Pay Grade: 41

Contract Length: 245 Days

Job Summary

The position is responsible for providing leadership and direction for the development, implementation and evaluation of programs and systems, which facilitate at-home technology connectivity for Newport News Public Schools (NNPS) students. Coordinates and collaborates with internal and external stakeholders to ensure equitable access to the Internet and online resources for all NNPS students. The position performs a full range of functions associated with the support of student-assigned technology devices including: communicates with families and students about the use and support of technology devices; acts as liaison for programs that assist students with obtaining devices; manages aspects of district's inventory of 4,000+ mobile internet hotspots; is responsible for managing the at-home support queue in the technology work order system and ensuring that families' needs and concerns are addressed in a timely manner.

Essential Duties

1. Direct the design, implementation, and maintenance of an application and screening process to determine families' eligibility for low or no-cost Internet services at home.
2. Oversee the equitable distribution, management, and support of the district's inventory of 4,000 + mobile Internet hotspots.
3. Coordinate with instructional leaders to develop goals, measures, metrics, and benchmarks associated with the NNPS "CoNNected @Home" program.
4. Analyze available data to determine the Return-on-Investment (ROI) for the NNPS "CoNNected @Home" program.
5. Cultivate relationships with local and national telecommunication providers to explore and develop partnerships that benefit NNPS families by providing low or no-cost access to the Internet.
6. Design and implement basic device troubleshooting documents and videos for NNPS teachers, students, and families.
7. Develop and maintain a library (website) of resources to assist families with remote and virtual learning.
8. Primary responder for the at-home support work order queue.
9. Liaison for programs that assist families with obtaining devices for the home (Virginia STAR).
10. Create procedures to be used by Technology staff to follow when assisting students and families at home.
11. Provide data and statistics on issue types and use of Technology resources assigned to students for home use.
12. Read and research to stay current on the topic of customer service and remote learning technologies.
13. Conforms to all departmental policies and procedures.
14. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Maintains a current knowledge of rapidly changing technology systems.
2. Performs any other related duties as assigned by the Supervisor of Technology Operations, or other appropriate administrators.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified to perform the

essential functions. Oversees the training of other trainers and technical staff on current practices and requirements.

Minimum Qualifications

Must possess a Bachelors’ degree in computer science or a related field and significant experience in computer and network support experience; or any equivalent combination of education and experience to include industry certifications that provide the noted knowledge, skills and abilities to perform essential duties. Extensive experiences in managing large-scale projects in a K-12 educational environment. Must possess a comprehensive knowledge of the principles and practices of customer service. Experience in writing presentations, correspondence, studies, reports and training materials. Must have the ability to establish and maintain effective working relationships with departmental peers, technicians, specialist, business departments, schools and division instructional staff. Must have the ability to effectively explain complex technical concepts to both technical and non-technical personnel. Must possess excellent verbal and written communications skills. Must possess a valid Virginia driver’s license with a good driving record.

Working Conditions & Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Must have the ability to sit and stand for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels; physical agility to lift up to 25 pounds; to bend, to stoop, to sit on the floor, to climb stairs, to walk and to reach overhead.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office or school environment. The noise level in the work environment is usually moderate.

Supervision Exercised: None

Supervision Received: Supervisor of Technology Operations

This job description in no way states or implies that these are the only duties to be performed by this employee. The Coordinator of Student Technology Supports will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Technology Operations or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

07/2021 CR