



OFFICE OF HUMAN CAPITAL

Job Information	
Job Title: <i>Technology Support Center Coordinator I</i>	Last Revised/Approved: <i>04/12/2016</i>
Job Code: <i>Entered by Compensation, Office of Human Capital</i>	Person Approving/Title: <i>Will be established through documented Compensation Process</i>
Office: <i>Office of Innovation and Information</i>	Frequency of Evaluation: <i>Typically every 12 months</i>
Reports To: <i>Manager – School Technology Support</i>	Department: <i>Technology</i>

Compensation Information	
Pay Grade:	Pay Range:
FLSA Status:	Term of Employment: <i>Full-Time</i>

Position Summary/Purpose:

Represents the Division of Technology as the main contact and resource for problems/inquiries relating to computer systems and related peripherals. Spends half time as supervisor of the Technology Support Call Center and half assisting customers. Provides quality support with a high degree of customer service, technical expertise, and timeliness. Assists customers by providing prompt, accurate, professional telephone and e-mail support and problem resolutions for software and hardware problems.

Essential Functions/ Core Competencies:

- Leads biweekly staff meetings under supervision of Manager, School Technology Support.
- Reviews, monitors and analyzes call center metrics. Reports findings and recommendations to Manager.
- Leads trainings for helpdesk staff as well as school-based personnel.
- Implements any necessary changes to increase efficiency of helpdesk operations.
- Supervises Technology Support Analysts.
- Manages Heat System and Heat Voice by creating users, monitoring and updating outage application.
- Ensures customer satisfaction by responding to calls to the technology support center. Logs each call received. If a call cannot be resolved in a timely manner, passes the call on to the appropriate person or department.
- Researches, resolves and responds to questions received via telephone calls, voice mail, web forms, and callbacks in a timely manner in accordance with current standards.
- Ensures timely escalation of customer problems by documenting the impact to the customer and by assigning an appropriate priority and resolution target.
- Recognizes trends and similarities to identify and resolve problems, and keeps customers informed of any global problems or scheduled down times.
- Enhances and develops quality support methods and communication skills through coaching, feedback and other developmental approaches.
- Keeps up-to-date on all technology being supported in order to provide technically accurate solutions to customers.
- Attends training sessions and assist in training workshops.
- Participates in team projects that enhance the quality or efficiency of the technology support center.
- Monitors the network operating systems screen for alarm notification.
- Diagnoses and contacts appropriate personnel/vendor to repair problem.

- Assists in the development of training curriculum and/or training for schools and/or central service departments, including individual, group or on-site training.
- Provides to schools and/or departments, when necessary, delivery, installation, orientation and on-going support of office equipment including computers, computer software, printers, scanners, etc.
- Actively supports the MPS Strategic Plan.
- Performs other duties as assigned.

Job Requirements:

Education Requirements:

- Bachelor's degree from an accredited college or university or equivalent.
- Other combinations of applicable education, training and at least 10 years' experience, which provide knowledge, abilities and skills necessary to perform effectively in the position, may be considered.

Experience Requirements:

- A minimum of seven (7) year prior customer technology support experience desired.

Knowledge, Skills and Abilities:

Effective oral and written communication and presentation skills are required. Skill at organizing resources and establishing priorities.. Excellent teamwork skills are essential. The ability to develop effective working relationships with diverse individuals at all levels is required. Must have excellent planning and organizational skills. A strong working knowledge of computer applications to include MS Office software, Infinite Campus, HEAT and the MPS Portal is required. Must be able to juggle numerous responsibilities with varying deadlines. The ability to gather data, compile information and prepare reports is required.

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

General office environment.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

Physical Demands:

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 with or without reasonable accommodation.

General office environment, must be able to handle light lifting and occasional standing, bending.

Equal Opportunity (Standard Language – DO NOT CHANGE)

It is the policy of the District that persons seeking employment with the District shall not be discriminated against in employment by reason of their age, race, creed, color, religion, handicap or disability, pregnancy, marital or parental status, sex, citizenship, national origin, ancestry, sexual orientation, arrest record, conviction record, military service, membership in the National Guard, state defense or reserves, political affiliation, use or nonuse of lawful products off the employer's premises during nonworking hours, declining to attend a meeting or to participate in any communication about religious matters or political matters, the authorized use of family or medical leave or worker's compensation benefits, genetic information, physical, mental, emotional or learning disability, or any other factor protected by local, state or federal law in all employment practices including terms, conditions and privileges of employment.

Reasonable accommodations shall be made for qualified individuals with a disability, unless such accommodations would impose an undue hardship on the District. Requests for accommodations under the Americans with Disabilities Act or under the Wisconsin Fair Employment Act must be submitted to the Employee Rights Administration Department in the Office of Human Capital.