

Geyserville Unified School District IT/Technical Support Coordinator

The goal of Geyserville Unified School District is to provide the leadership needed to ensure that systems and operations run as smoothly as possible enabling staff and students to go about exemplary teaching and learning. An additional intention is to build upon the strengths of these leadership-minded staff members and utilize their skills and talents to assist with this goal.

Position Overview/Definition

The GUSD IT/Technical Support Coordinator manages technical support requests, troubleshoots hardware and software, maintains inventory and records. The incumbent coordinates with vendors and district and site supervisors to perform system and network coordination of installation, configuration, diagnostics, security updates and maintenance of student information systems, the provision and upkeep of desktops, laptops, workstations and related equipment.

General Duties and Responsibilities

- **Server Management**
 - Oversee and maintain district servers, ensuring they are up-to-date, secure, and optimized for performance.
 - Regularly perform system backups, recovery procedures, and data integrity checks.
 - Implement and maintain appropriate access controls.
- **Student Information System (SchoolWise) & Learning Platform (ECHO)**
 - Manage and maintain the SchoolWise student information system and Echo learning platform.
 - Provide support for Clever Single Sign-On
 - Provide user support, troubleshooting, and account management to facilitate smooth operation and accessibility.
- **System Security Administration**
 - Create and manage user profiles and accounts for students, staff, and other affiliated personnel.
 - Monitor and maintain security protocols to protect systems from unauthorized access or breaches.
- **Network and Software Troubleshooting**
 - Diagnose and resolve network connectivity, web service, and software issues for both students and staff.
 - Provide timely support for any IT-related disruptions.
- **Google Enterprise and Chromebook Management**
 - Manage Google Workspace for Education, including setup and administration of Google accounts for students and staff.

The Geyserville Unified School District is an Equal Opportunity Employer and as such does not discriminate on the basis of race, color, sex, age, religion, national origin, ancestry, disability, veteran status, marital status, or any other status protected by law.

- Oversee the deployment and maintenance of Chromebooks, ensuring devices are functional, secure, and properly configured.
- **License Management and Record Keeping**
 - Maintain current software licenses and ensure compliance with licensing agreements.
 - Keep accurate records of IT-related equipment, licenses, warranties, and service requests.
 - Securly
 - Star Renaissance
- **State Testing Support**
 - Provide technical support during standardized state testing, ensuring all devices and systems are configured correctly to meet testing requirements.
- **Audio/Video Equipment Setup and Support**
 - Set up, operate, and troubleshoot audio and video equipment for assemblies, school events, and presentations.
 - Ensure all audio-visual systems, including microphones, projectors, speakers, and display screens, are functional and meet event requirements.
 - Provide on-site technical support during events to ensure seamless AV operations and promptly address any technical issues that arise.
 - Maintain an inventory of AV equipment and perform regular maintenance to ensure equipment is in optimal working condition.
- **Additional Duties**
 - Maintains the confidentiality of all student information, protects student privacy and records, and adheres to FERPA guidelines.
 - Fulfill additional IT-related tasks as assigned by the supervisor to support the district's mission and educational goals.

Standards of Knowledge and Ability

- Familiarity with Google Workspace, Chromebook management, student information systems, and learning platforms preferred.
- Strong organizational skills, attention to detail, and ability to handle multiple tasks in a fast-paced environment.
- Excellent problem-solving skills and ability to work independently with minimal supervision.
- Knowledge of cybersecurity best practices, data integrity, and compliance regulations in an educational setting.

Education Required

- Associate in Arts in Information Technology, Computer Science, or related field preferred (or equivalent work experience).

Experience Required

- Experience in network administration, server management, and IT support, ideally within an educational setting.

The Geyserville Unified School District is an Equal Opportunity Employer and as such does not discriminate on the basis of race, color, sex, age, religion, national origin, ancestry, disability, veteran status, marital status, or any other status protected by law.

Reports To

Superintendent; Facilities Manager

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.

- Visual acuity sufficient to work at a computer screen frequently and throughout the day, near and far visual acuity, depth perception, color vision sufficient to recognize people, words, and numbers;
- Sufficient mobility to move about, including standing, bending, stooping, kneeling, reaching, pushing/pulling;
- Crawling in confined spaces in buildings;
- Lifting up to twenty-five (25) pounds frequently, fifty (50) pounds on an occasional basis, and in excess of fifty (50) pounds with assistance. The heavy objects to be lifted include personal computers, printers, and related equipment;
- Speaking and hearing ability sufficient to hear over phone and carry on routine conversations See to read manuals, video display screens, and other related material;
- Drive an automobile and transport equipment and documents; Sit for extended periods in a typing position
- Hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key, and other common office equipment for long periods of time.

Work Environment:

The following conditions may be present:

- Work is performed in an office and classroom environments.

Other Requirements:

- Livescan fingerprinting required prior to start of employment.
- TB testing required upon employment.
- Must obtain first aid and CPR certification.