

JOB DESCRIPTION  
February 2025

Placer County Office of Education  
1400 W. Stanford Ranch Rd.  
Rocklin, CA 95765

### **COORDINATOR, INFORMATION TECHNOLOGY SERVICES**

**General Purpose:**

The Coordinator, Information Technology Services is responsible to the County Superintendent and works under the direct supervision of the designated administrator. The Coordinator, Information Technology Services is responsible for managing and supervising Information Technology department staff and operations ensuring the delivery of efficient and effective technical support and services organization wide. This role is central to aligning team activities with broader organizational objectives and technological requirements. Key responsibilities also include managing IT projects, promoting teamwork with the IT department, and facilitating communication between departments and school districts. This is a classified management position.

**Essential Functions and Responsibilities** include the following. Other duties may be assigned as required:

- Manages daily operations and activities of assigned staff and coordinates work schedules and project goals.
- Supervises and assists with the installation, operation, and maintenance of workstations, servers, switches, and other hardware/software supported by the IT department.
- Evaluates, trains, and supervises assigned staff and provides guidance for the purpose of maximizing the effectiveness and efficiency of the workforce in achieving operational objectives.
- Monitors the IT helpdesk ticketing system to ensure that the department is providing timely and accurate support for staff, students, and districts.
- Prepares and delivers management tools, communication, information, and training for the purpose of providing technical expertise and support.
- Resolves difficult and sensitive inquiries and problems for the purpose of providing assistance and guidance.
- Tracks all hardware, software, and peripherals, and oversees the maintenance of all such equipment while adhering to the obsolescence plans.
- Coordinates new and existing IT projects utilizing industry standard project management frameworks and software.
- Researches new technologies and technical issues while providing recommendations to departments and the Senior Director.
- Troubleshoots complex software and hardware issues for the purpose of supporting IT staff while providing efficient technical support to staff and students.
- Provides frequent feedback and suggestions to the Senior Director regarding technical projects, issues, tickets, expenses, and all other needs of the department.
- Assists other departments and school districts to procure technology systems that are useful, efficient, compatible, and consistent with the technology standards and goals of the County Office.
- Provides escalated support for hardware, software, and network connectivity issues as needed.
- Documents procedures for the purpose of cross training and providing a knowledge base for the department and staff.
- Maintains and organizes systems documentation.

## COORDINATOR, INFORMATION TECHNOLOGY SERVICES/PAGE 2

- Assists and provides guidance with cybersecurity improvements in order to maintain security best practices.
- Attends organizational meetings, conferences, regional and statewide workshops, and other local meetings to provide input and assist with regional and statewide projects.
- Reviews data for the purpose of continuous improvement and for providing efficient support and solutions.
- Maintains accuracy and compliance with standards, requirements, laws, codes, regulations, policies, and procedures.
- Travels to work sites, training classes, and conferences.
- Performs other duties as assigned.

### Minimum Qualifications:

#### Employment Eligibility:

- Successful candidate must provide proof of employment eligibility and verification of legal right to work in the United States in compliance with the Immigration Reform and Control Act.

#### Education:

- A high school diploma or equivalent is required.
- A Bachelor's degree from an accredited college or university with major course work in Computer Science, or a closely related field, is preferred.

#### Experience:

- Three years of current professional experience in information technology systems administration, or systems support in a helpdesk environment with a demonstrated competency in information technology management and project management.

### Knowledge, Skills and Abilities:

- Skills to effectively communicate with non-technical staff and clients.
- Skills required to perform systems analysis and design.
- Skills required to troubleshoot highly technical and complex issues.
- Skills to carry out projects with a team or independently.
- Skills to develop and evaluate alternatives.
- Skills to develop work plans and establish target dates.
- Skills to make reasonable cost and time estimates.
- Skills to write project specifications.
- Skills to carry out oral and written instructions.
- Skills to maintain cooperative work relationships.
- Knowledge of Microsoft, Google Workspace, Linux systems, virtualization, databases, MDM, VOIP, imaging, hardware support, and cloud administration across M365, Exchange, Entra ID, OneDrive, and SharePoint. Familiarity with SIS/ERP/CRM systems, IT ticketing, cybersecurity frameworks, data storage/backup/DR, and networking (TCP/IP, LAN/WAN). Experience with conferencing platforms (Zoom/Teams/Meet) and familiarity with Laserfiche document retention platform.
- Ability to work in an office of school environment with staff and representatives of other agencies.
- Ability to spend periods of time participating in and attending virtual meetings and trainings.

## **COORDINATOR, INFORMATION TECHNOLOGY SERVICES/PAGE 3**

- Ability to work independently, understand and carry out oral and written instructions, interpret policies, procedures, and regulations to other parties.
- Ability to maintain confidentiality.

### **Required Testing:**

- None

### **Certificates & Licenses:**

- Must possess a valid California driver's license issued by the State Department of Motor Vehicles.

### **Clearances:**

- Criminal Justice Fingerprint Clearance
- TB Clearance

### **Work Environment:**

- Work is performed in an office or school environment, continuous contract with staff, and representatives of other agencies.

### **Physical Requirements:**

- The usual and customary methods of performing the job's functions requires the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, fingering and/or feeling.
- Manual dexterity to operate a telephone and enter data into a computer.
- Facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation.
- Facility to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation.
- Facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation.
- Facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation.
- When applicable, facility to determine and differentiate colors with or without reasonable accommodation.
- When applicable, facility to drive an automobile or to arrange a consistent method of transportation.

Note: This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary.

**COORDINATOR, INFORMATION TECHNOLOGY SERVICES/PAGE 4**

**FLSA Status:** Exempt

**Employee Group:** Management

**Salary Grade:** Level 8

Reviewed and Approved:

Superintendent:  Date: 2/26/26

Human Resources:  Date: 2/26/26