



Flour Bluff Independent School District Job Description

JOB TITLE: IT Service Coordinator

WAGE/HOUR STATUS: Nonexempt

NUMBER OF DAYS: 260

REPORTS TO: Technology Director

DATE REVISED: 01/2025

PRIMARY PURPOSE:

- The IT Service Coordinator will monitor, manage, and provide support for all aspects of the district's technology department.

QUALIFICATIONS:

Minimum Education/Certification:

- Associate degree in Information Technology related field or 3+ years in IT or related field.

Preferred:

- Bachelor's degree in information technology related field or 5+ years in IT or related field.

MAJOR RESPONSIBILITIES AND DUTIES:

ROLE 1: IT MANAGEMENT

1. Assists in overseeing the continuous and effective operation of the districts IT systems.

2. Manage and direct the Districts Campus Technicians on day-to-day operations.
3. Assist the team with reducing the amount of trouble tickets generated by implementing process improvements, candid and business direct feedback.
4. Plan and implement all cybersecurity projects, policies, and procedures to ensure IT and security systems are consistent with FBISD policies, goals, industry best practices, and regulatory requirements.

ROLE 2: DISTRICT SUPPORT

1. Monitor and evaluate the effectiveness of technology systems and recommend improvements to optimize performance and efficiency.
2. Assists in Developing, implementing, and evaluating campus improvement plans. Preparing for and prioritizing projects, including yearly maintenance projects.
3. Perform detailed and easy to read documentation on troubleshooting steps to facilitate working together with others.
4. Monitor and prioritize incidents and tickets. Escalate and/or work in tandem with appropriate people from within the IT Department and selected vendors on unresolved issues.
5. Maintain and deploy group policy from the servers to workstations.
6. Contribute to the development and implementation of a disaster recovery plan as it relates to the district network.
7. Compile, maintain, and file all reports, records and other documents required.
8. Communicate and provide guidance and knowledge transfer to other resources within the organization on issues/problems and resolution.
9. Serves at the District level for all escalated IT related work orders.

ROLE 3: PROFESSIONAL GROWTH and DEVELOPMENT

1. Develops needed professional skills appropriate to job assignment.
2. Collaborate, communicate, and direct support team members while maintaining a respectful and positive atmosphere for the entire team.
3. Provides leadership in addressing challenges facing the profession; pursue professional development activities, disseminate ideas and information to other professionals.
4. Performs other related duties as assigned within the appropriate skill and experience capabilities expected for this position.
5. Exhibits dependability and punctuality in performing responsibilities.
6. Projects a positive attitude about self and professional responsibilities. Adheres to and complies with state, district, and school regulations and policies for staff. Adheres to the Professional Ethical and Legal Standards in relationships with students, teachers, parents, patrons, and support personnel. Adheres to FBISD "Hornet Points of Pride" professional district standards.

Mental Demands/Physical Demands/Environmental Factors:

- Repetitive hand motions; prolonged use of computer.
- Lifting and moving of heavy equipment; stooping, bending, and kneeling.
- Work after hours.

The above statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list.