Omaha Public Schools
Coordinator, User Support (130736308)

Job Details
Title
Coordinator, User Support
Posting ID
130736308
Job Title: Coordinator, User Support

Location: Information Management Services, Teacher Administrative Center (TAC), 3215 Cuming Street, Omaha, NE 68131

Reports To: Director of Information Management Services (IMS)

Work Schedule/FLSA Status: 261 Day, 12-month / Salaried - Exempt

Salary Schedule: OSAA Level 7

Position Purpose: This position is responsible for establishing a proactive framework of support to ensure that every student and staff member in the Omaha Public Schools has the computing devices, applications, training, resources and support they need to be successful. Management of staff through the Help Desk, building technology technicians, instructional and classified training, as well as the Media Technology Center are key components of this job. In addition, this position works very closely with the district leadership team, principals, program directors, department heads, and others to ensure that the district’s strategic plan and initiatives are carried out with fidelity while maximizing resources.

Essential Performance Responsibilities

- Provides effective leadership and supervision to the User Support department which includes Help Desk, Building Technology Technicians, Instructional/Classified Technology Trainers, and the Media Technology Center.
- Collaborates with the Director of Information Management Services, the Coordinator of Technical Support, and the Project Manager to provide vision, direction, and support for the district’s technology ecosystem.
- Must understand and respond appropriately to customer needs and maintain a positive attitude with colleagues and customers alike using diplomacy and being tactful.
- Fosters and nurtures effective working relationships with schools, programs, departments, and the Omaha Community.
- Provides a point of contact for all district staff when they have questions or need technology-related assistance.
- Initiates the hiring process as openings become available and works closely with the Human Resources department to get positions filled in a timely manner.
- Plans and manages the three User Support budgets.
- Develops and maintains a positive work environment for staff.
- Participates in various district and school-led committees to help facilitate the integration and support of initiatives and projects.
- Works collaboratively with building and program administrators to provide feedback and training opportunities through the annual appraisal system.
- Participates in the request for proposal process for hardware and software applications.
- Provides input and support as a member of various district committees and projects.
- Manage large-scale district device deployments and installations.
- Oversees the lifecycle management of technology related devices through the district-approved surplus process.
- Work collaboratively with the Insurance Management Specialist and School Safety lead to address lost/stolen/missing devices.
- Network with similar positions across the state of Nebraska to create a statewide collaborative effort of sharing resources and ideas.

Knowledge, Skills, and Abilities
• Master’s degree in Education and Administration required, with experience supporting technology in a K-12 educational environment, preferred.

• A valid Nebraska Teaching Certificate with endorsement in the area of administration and supervision is required.

• Qualified applicants should have a minimum of five years of experience supervising staff.
• Ability to maintain confidentiality and maintain appropriate relationships with internal staff, community members and vendors.
• Excellent communication skills both oral and written as well as the ability to understand the needs of others in utilizing devices and applications.
• Strong organizational skills and the ability to prioritize and delegate quickly.
• Must be proficient in Office365 and Outlook, as well as iPad OS, Mac OS, and PC platforms.
• Exemplary customer service skills are required.
• Must be able to report to multiple work sites throughout the district on any given day.
• Demonstrated experience in projecting anticipated needs and aligning fiscal resources by managing multiple budgets.
• Previous experience presenting to groups while modeling appropriate use of technology resources.
• Must possess a basic understanding of a PBX (switchboard system); library checkout system (TLC), and various applications used to manage large amounts of devices (Mosyle, Intune, Munki).
• Possess the ability to organize and analyze large amounts of data and present it required formats in required reports both internally and externally to the district.
• Skills which foster a team environment.
• Ability to organize and set priorities.
• Creative thinking and problem-solving skills.
• Willingness and demonstrated abilities conducive to the continuous quest for quality.
• Ability to conform to proper standards of professional dress and appearance.
• Knowledge of OPS’s mission, purpose, goals, and the role of every employee in achieving each of them.
• Skills pertinent to foster positive human relationships and the ability to work effectively with staff and community members in a multicultural urban environment.

**Additional Duties:** Performs other related tasks as assigned by supervisor.

**Equipment:** This position requires the ability to use basic office equipment such as computers, copiers, scanners, and fax machine as well as PBX system, library checkout system. Must always comply with OPS’s guidelines for equipment use.

**Travel:** Travel between central office and OPS buildings may be required.

**Physical and Mental Demands, Work Hazards**

• Must be able to respond rapidly in emergency situations.
• Must have organization, time management, communication, and interpersonal skills.
• Exemplary attendance.
• Ability to work the required number of hours.
• Demonstrates a high level of independent and collaborative problem-solving ability.
• Demonstrates a high degree of initiative in day-to-day tasks and projects.
• Reliable transportation.
• Ability to work within the local community/neighborhood as appropriate.
• Work in standard office and school building environment.
• Exemplary communication skills, verbal and written.

**Interrelations**

• Contact with personnel within the district and with customers and vendors.
• Works under the direct supervision of the department supervisor in order to complete day-to-day tasks.
• Works with a diverse population including multiple nationalities and cultures requiring the ability to handle all situations with tact and diplomacy.
• Must understand and respond appropriately to customer needs and maintain a positive attitude with all customers and colleagues.
• Expected to interact with all internal and external customers in a friendly, professional manner and provide quick, responsive customer service.

Employee Punctuality and Appearance

• For schools to operate effectively, employees are expected to perform all assigned duties and work all scheduled hours during each designated workday, unless the employee has received approved leave.
• Any deviation from assigned hours must have prior approval from the employee’s supervisor or building administrator.
• All employees are required to report to work dressed in a manner that reflects a positive image of Omaha Public Schools and is appropriate for their position.
• Regular attendance is important.

Terms of Employment

This position is treated as a full-time exempt certified position. The terms of your employment will be governed by applicable state laws regulating employment or teaching in a Nebraska public school and Board of Education policies, as those laws and policies may change from time to time. If your position is represented by a collective bargaining representative, then your employment will also be governed by a negotiated agreement between OPS and that collective bargaining representative.

Terms of employment are contingent upon:

• Verification of a valid Nebraska Teaching License or other required license.
• A background check which demonstrates background is acceptable for the position sought and working with or around students.
• Verification of U.S. Citizenship or legal authorization to work in the United States.
• Successful completion of a tuberculosis skin test (if required by federal law for your position).
• Execution and delivery to OPS of an Administrator Contract presented by OPS.

Omaha Public Schools does not discriminate on the basis of race, color, national origin, religion, sex (including pregnancy), marital status, sexual orientation, disability, age, genetic information, gender identity, gender expression, citizenship status, veteran status, political affiliation or economic status in its programs, activities, employment, and provides equal access to the Boy Scouts and other designated youth groups. The following individual has been designated to handle inquiries regarding the non-discrimination policies: Director for the Office of Equity and Diversity, 3215 Cuming Street, Omaha, NE 68131. (531-299-0307)

The Omaha Public School District is committed to providing access and reasonable accommodation in its services, programs, activities, education, and employment for individuals with disabilities. To request disability accommodation in the application process please contact the human resources department at 531-299-0240.

Applications Accepted

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<tr>
<th>Shift Type</th>
<th>Full-Time</th>
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<tbody>
<tr>
<td>Salary Range</td>
<td>Per Year</td>
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<tr>
<td>Location</td>
<td>Teacher Administrative Center</td>
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Applications Accepted

Start Date | 08/23/2021
End Date   | 09/08/2021