

The Role of the Technology Coordinator

AgIT Call Center

Policy No. C7.2.1

The Need for a Technology Coordinator

Providing the advanced computing resources that we use at a cost we can afford requires a partnership among all parties involved. As Technology Coordinator (TC), you play a key role in assuring the success of this collaborative effort.

Specifically, the TC is the liaison between your county and AgIT. Your responsibility is crucial to the day-to-day interactions between the two areas and ensures an open line of communication, which leads to accurate and timely technology support. By facilitating the transfer of accurate information, our ability to jointly respond to and rectify a technical issue will be greatly enhanced.

Some of the Roles Filled by the Technology Coordinator

- You are the primary communicator of policies and procedures relating to technology issues. Your active participation within the Technology Coordinators' Group will keep you abreast of any issues as well as provide your county with input into decisions governing the direction of computing services and support. A basic understanding of Windows/Microsoft Office products and the standard supported computer applications will be necessary.
- You will also want to identify a person who can serve as your alternate. The alternate TC will act in this capacity in your absence.
- You will be asked to participate in quarterly Technology Coordinators' meetings. These meetings will take place via IP Video. We can then work together to communicate important information learned at these meetings to all staff within your department.
- As the TC, you have the opportunity to discuss new hardware or software purchases with AgIT personnel to identify appropriate solutions for your office. You provide the mechanism that enables special needs to be understood and met. Through your role as TC, solutions can be proposed and their associated costs analyzed so that decisions can be made.
- You are an important participant in all projects in your county involving upgrades to software, hardware, or other system improvements. You will work with your office colleagues to evaluate your county's needs and assist in developing a plan to meet those needs.
- You are the eyes and hands of AgIT in your office. Occasionally someone must be on-site to examine or touch the equipment when updates are required or issues need to be resolved.