

PROGRAM COORDINATOR (NETWORK SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the coordination and technical support of server and computer network systems. Responsibility involves support of UNIX and/or Windows based servers and related networking equipment including, but not limited to, tape backup equipment, firewalls, routers and other related peripherals. Technical expertise is required to identify and resolve network difficulties, and in the upgrade and enhancement to meet changing user needs. Supervision is exercised over subordinate staff involved with network maintenance, enhancement or expansion. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Monitors the performance of enterprise wide systems by supervising and/or participating in the use of network management systems for various server or network components;

Develops and administers procedures for the installation and operation of software for all Wide Area Network security;

Supervises the installation of operating systems software for server level computer machinery, specifically UNIX or any Microsoft environment;

Supervises the maintenance of database files and file updates as well as related systems to ensure adequate response time and support for end users;

Ensures data security and restricted access by installing and maintaining systems security consistent with departmental procedures and confidentiality requirements;

Confers with vendors to determine the limitations and capabilities of existing systems and conveys desired features for enhanced processing and future workloads;

Performs comparative research for software and hardware acquisition;

Develops bid specifications for software and hardware acquisition and evaluates proposals;

Monitors server and wide area network components for diagnostic and tracking purposes;

Resolves malfunctioning server or network components by directing personnel in corrective actions or by contacting equipment vendors and/or facility providers for assistance in determining the origin of the malfunction; oversees the repair process;

Prepares budget forms and justifications for both recurring items, such as maintenance plans, as well as replacement or new hardware and/or software;

Conducts analyses of departmental automated processing needs to determine, recommend and plan the layout of space, hardware, and peripherals, cabling and wiring to maximize operational efficiency;

Investigates and develops system enhancements as they become available to better serve operational proposals;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

May monitor data center operations to ensure quality production control, timeliness of scheduled jobs, and effective operations of application servers;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of the principles of communication networks; thorough knowledge of the operation and uses of personal computer networks, their capabilities and their limitations; thorough knowledge of the terminology used in data communication and associated electronic systems; good knowledge of the operation and uses of personal computer networks, their capabilities and their limitations; good knowledge of personal computer operations, software, and data communications applications; knowledge of various server management systems and tools; ability to read comprehend, and interpret technically complex literature regarding changing technologies, specific techniques and equipment; ability to coordinate and plan the work of others; ability to establish and maintain effective working relationships with facility providers and equipment vendors; ability to present clear, concise and factual reports regarding technical information; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; tact; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) Bachelor's Degree* in Computer Science, Information Technology, or a closely related field and four years of experience (pre- or post-Bachelor's degree) where the primary function of the position involved the network operations of a data communications network, or four years of experience (pre- or post-Bachelor's degree) where the primary function of the position was in server operations and administration; or (b) Bachelor's Degree* and five years of experience as defined in (a).

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.

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Job Group: XIII