

COORDINATOR - NETWORK SUPPORT
(BOCES #2)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level administrator, this position coordinates the daily activities of the network support department and its staff. Responsibilities include prioritizing work projects, scheduling personnel, monitoring outstanding work items, and assisting in troubleshooting network problems. In addition, an incumbent of this position provides planning, implementation, training and technical support for the department. The incumbent participates in the establishment of department policies, establishing technological directions for the unit, and in developing services for other departments. Supervision of department personnel is a responsibility of the position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Coordinates the day-to-day operations of the department, including administration of policies and procedures and the implementation of goals and objectives;

Assigns, schedules and monitors the network staff on a daily basis;

Prioritizes work projects and monitors outstanding items, e.g., Help Desk requests, software training, etc.;

Assists staff with troubleshooting network problems via the phone and remote access, and will travel to sites to resolve problems when necessary;

Assists departments and programs in meeting their technology needs;

Participates in the development of staff development programs for network support staff;

Participates in the creation of networking policies, directions, and selection of operating systems and recommended applications;

Provides supervisor with status reports, analysis of service calls and pertinent information to assist in the preparation of the department budget;

Keeps apprised of current developments and trends in the field of network technology;

Acts as liaison between the department, outside vendors and school district personnel;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles, practices, and the procedures involved with local area networks (LANS) and/or wide area networks (WANS); ability to establish effective relationships with school district personnel; ability to supervise and train others; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; ability to communicate both orally and in writing; ability to plan, prioritize, and supervise the work of others; ability to manage multiple assignments and projects; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; tact; resourcefulness, sound judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Associate's Degree* in Information Technology, Computer Science or related field and five (5) years of experience where the primary function was installing and maintaining local or wide area networks, three (3) years of which must have been in a supervisory capacity.

SUBSTITUTION: Satisfactory completion of 30 additional college* credits may be substituted on a year for year basis for up to two years of the work experience described above. There is no substitution for the three (3) years of supervisory experience.

SUBSTITUTION #2: Current/active certification as a Certified Network Engineer, e.g., (CNE) from Novell, Microsoft Certified Engineer (MCE), or a Cisco Certified Network Administrator (CCNA), may be substituted for six (6) months of the required technical experience. There is no substitution for the three (3) years of supervisory experience.

*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 REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York will be required

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:
In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.