

COORDINATOR - NETWORK SUPPORT  
(BOCES #2)

GENERAL STATEMENT OF DUTIES: Coordinates the day-to-day activities of the department and network support staff; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level administrator, this position coordinates the daily activities of the network support 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 department. Position 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

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;

Uses computer application software in the performance of the job;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles, practices, and the procedures involved with local area networks (LANS); ability to establish effective relationships with school district personnel; ability to supervise and train others; 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 software applications; initiative; tact; resourcefulness, sound judgement; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) a Bachelor's Degree in Business Administration or Information Technology or closely related field and two (2) years of work experience in a computer based environment, one of which must have been in a supervisory capacity; or (b) a Bachelor's Degree and three (3) years of work experience maintaining personal based computer networks, one of which must have been in a supervisory capacity; or (c) an Associate's Degree and five (5) years work experience as stated in (b), one of which must have been in a supervisory capacity; or (d) a satisfactory equivalent combination of the foregoing training and experience.

SPECIAL NOTE: Current/active certification as a Certified Network Engineer, e.g., CNE from Novell, or a Microsoft Certified Engineer (MCE) may be substituted for six (6) months of the required experience.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid operator's license appropriate to the vehicle to be operated.

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.

