

## COORDINATOR OF COMPUTER SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level administrator, the incumbent of this position is responsible for overseeing and coordinating computer system operations in an information technology department or in a major department of a municipality. The incumbent maintains hardware and software as well as provides technical support and training for the end users. Supervision may be exercised over subordinate personnel. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Oversees and is responsible for ensuring the efficient, effective and secure operation of a PC network and municipal/departmental telecommunications; troubleshooting problems; maintaining firewalls, switches, hubs, routers, website, mail server, etc;

Manages, monitors and maintains the LAN/WAN network;

Installs and configures basic hardware into computer workstations and keeps abreast of hardware and software upgrades;

Trains users in the use of PC applications and acts as Help Desk support to troubleshoot user issues;

Communicates with vendor and service contractors in scheduling preventive maintenance and repair work;

Ensures the operating systems and servers are functioning at an acceptable standard;

Works to ensure the standardization and integration of PC hardware and software;

Designs department backup schemes to archive network data and control storage and security data;

Makes hardware and/or software purchases or makes recommendations for such purchases;

Keeps informed on any new technology developments;

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

May train subordinates in troubleshooting techniques to support users with related tasks and peripheral equipment;

May inventory stock on a regular basis and may be responsible for purchase orders pertaining to installation and inventories;

May establish a work schedule; prioritize work; assign personnel and equipment and/or schedule work flow on a daily basis.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the operations and use of personal computer network systems (LAN/WAN) including hardware, peripherals and software (such as Novell NetWare, DOS/UNIX and WINDOWS); good knowledge of peripheral data processing equipment; good knowledge of supervisory principles and practices; ability to plan, organize and schedule computer operations effectively and efficiently; ability to develop, enhance, diagnose and repair network systems; ability to communicate effectively both orally and in writing; ability to analyze and evaluate data; ability to apply supervisory principles and practices to computer operations; ability to train and establish effective working relations with others; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; good judgment; initiative; tact; resourcefulness; 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 six (6) years of experience where the primary function of the position was in the operation and maintenance of a client server or PC network, one (1) year of which must have been in a supervisory capacity.

SUBSTITUTION #1: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for up to four (4) years of the required experience. A Bachelor's Degree\* in Information Technology, Computer Science, or a closely related field may be substituted for five (5) years of the required experience. There is no substitution for the one (1) year of supervisory experience.

SUBSTITUTION #2: Current/active certification as either a Certified Network Engineer (CNE) from Novell, a Certified Network Associate (CNA) from Cisco or a Microsoft Certified Systems Engineer (MCSE) from Microsoft may substitute for six (6) months of the required experience. There is no substitution for the one (1) year of supervisory experience.

NOTE #1: Experience on a home personal computer may not be used as a substitute for the aforementioned experience.

NOTE #2: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating 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.