

COMMUNICATION SERVICES COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of an administrator or a higher level technical employee, this position is responsible for all office support services and communication operations which include oversight and technical support for the district computer operations, telephone system, cable television, ancillary office equipment such as the copier/printer, and other related technology. An incumbent of this position is responsible for making recommendations regarding the purchasing of equipment and supplies to support the communication services used by the district. Training district staff in the use of the various systems (i.e. computer, telephone, cable television) is a responsibility of this position. Position serves as liaison to outside vendors, consultants, community and staff. Supervision may be exercised over subordinate technical employees. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

COMPUTER OPERATIONS:

- Researches and recommends all hardware and software purchases;
- Installs, maintains and troubleshoots hardware and software;
- Troubleshoots networks and peripheral equipment;
- Troubleshoots internet connectivity problems;
- Distinguishes between hardware and software problems;
- Generates and analyzes computer usage reports;
- Proposes and manages technology repair budget;
- Oversees the implementation of the district technology plan;
- Trains district personnel in the usage of new equipment and hardware/software programs;
- Trains personnel in internet access;
- Maintains and updates district web site;
- Purchases personal computers as needed to standardize equipment;

TELEPHONE SYSTEM:

- Provides day-to-day maintenance and support of the district telephone system;
- Perform field installation, service, programming, testing and troubleshooting of telephone networks including PBX and VOIP voice systems ex. Avaya, NEC, Mitel, Cisco, Shortel, Unify etc.;
- Programs telephone system features and account codes;
- Trains staff in the use of the telephone system;

CABLE TELEVISION:

- Serves as liaison with the community cable television provider and/or Board members;
- Assists staff with the setup and operation of videotaping equipment;
- Provides technical support and troubleshoots problems;

COPIERS / PRINTERS:

- Installs equipment and troubleshoots problems;
- Oversees budget for contractual service and supplies;
- Communicates with vendor for maintenance and repairs as needed;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

OTHER:

Troubleshoot various security equipment problems i.e. surveillance cameras, electronic key access, ID tag systems, finger reader systems, and voice recorders;
Maintains inventory of supplies and equipment for on site repairs;
Install and configure network (IP) speakers and intercom systems;
Attends workshops and seminars to maintain current knowledge of new trends and techniques for office automation;
Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software;
May serve on the district's Technology Committee/Commission.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the principles, practices, procedures, processes, tools, terminology, techniques, components, and applications involved in the installation, repair and maintenance of telecommunications equipment/systems, computer peripherals, operating systems, hardware/software, local area networks, and other related technology equipment; good knowledge of telephone systems; good knowledge of data communications and cable equipment; ability to install, alter, repair, maintain and locate the defects in a variety of electronic equipment; ability to identify and resolve user problems; ability to use Windows, Unix and Linux operating systems; ability to configure a telephone system; ability to effectively train district staff; ability to move equipment and supplies; ability to identify various wires for connection purposes; ability to plan and perform technical work relative to local networks; ability to think logically; ability to work effectively with community and district personnel, vendors, and subcontractors; ability to communicate effectively, both orally and in writing; ability to follow oral and written instructions; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential functions of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; mechanical aptitude; dependability; accuracy; tact; initiative; patience; sound judgment; 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 work experience in which the primary function of the position was the repair and maintenance of telecommunications equipment and/or the installation and maintenance of computer hardware and software.

SUBSTITUTION: Satisfactory completion of 30 credits* at a recognized college or university may be substituted on a year for year basis for up to two (2) years of the work experience described above and must include a total of at least twelve (12) credit hours in Computer Science, Information Technology, or Telecommunications.

NOTE #1: Operation of a home personal computer will not be accepted as qualifying experience for this position.

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.

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.

Towns, Villages, Special Districts,
Cities of Rye and Peekskill
School Districts

J. C.: Competitive

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Job Class Code: S753 (School Districts)
0753 (Municipalities)