

COORDINATOR - NETWORK SUPPORT
(BOCES # 2)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision of the Manager – Information Technology Services or a higher-level administrator, an incumbent of 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); thorough knowledge of the components, operation, maintenance, configuration and repair of network equipment; thorough knowledge of the latest trends and developments in network technology; troubleshooting skill; ability to troubleshoot complex networking issues and identify solutions to problems; ability to train others; ability to plan, prioritize, and supervise the work of others; ability to communicate clearly, both orally and in writing; ability to establish effective working relationships with school district personnel, LHRIC staff and network technology vendors; ability to think logically; ability to manage multiple assignments and projects; ability to read, write, 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; initiative; tact; resourcefulness, 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 either (a) an Associate's Degree* in Computer Science, Information Technology or a closely related field and seven (7) years of experience where the primary function was installing and maintaining local or wide area networks, one (1) year of which must have been in a supervisory capacity or (b) an Associate's Degree* and eight (8) years of experience where the primary function was installing and maintaining local or wide area networks, one (1) year of which must have been in a supervisory capacity.

SUBSTITUTION #1: Satisfactory completion of 30 additional college credits* may be substituted on a year for year basis for up to two (2) years of the work experience described above. There is no substitution for the one (1) year of supervisory experience.

SUBSTITUTION #2: Current MCSE (Microsoft Certified Systems Engineer) may be substituted for six (6) months of the required work experience. There is no substitution for the one (1) year of supervisory experience.

SUBSTITUTION # 3:
Current CCNA (Cisco Certified Network Associate) Routing and Switching or CCNA Wireless certification may be substituted for six (6) months of the required experience. There is no substitution for the one (1) year of supervisory experience.

SUBSTITUTION #4: Current CCNP (Cisco Certified Network Professional) Routing and Switching or CCNP Wireless certification may be substituted for eighteen (18) months of the required experience. There is no substitution for the one (1) year of supervisory experience.

SUBSTITUTION #5 Current CCIE (Cisco Certified Internetwork Expert) Routing and Switching or CCIE Wireless certification may be substituted for four (4) years of the required experience. There is no substitution for the one (1) year of supervisory experience.

SPECIAL REQUIREMENT: Possession of a valid driver's license to operate a motor vehicle in the State of New York. The appointing authority is responsible for verifying and ensuring that the candidate meets these conditions at time of appointment and throughout the course of employment.

*SPECIAL NOTE: Education beyond the secondary level must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

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.