

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.