NETWORK SUPPORT COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves the designing, installation and support of Local Area Networks and Wide Area Networks (LANs and WANs) and related projects for Ulster BOCES and participating school districts. The duties of this position also include providing leadership and coordination for project management and the coordination activities of the Network Support staff. Work is performed under the general supervision of a higher level employee with wide leeway allowed for using independent judgement in carrying out the details of the work. Supervision is exercised over subordinate Network Support staff. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Designs, installs and supports Local Area Networks and Wide Area Networks (LANs and WANs) and related projects;

Provides leadership and coordination for project management;

Coordinates the activities of the Network Support Specialist I's and Network Support Specialist II's;

Gathers information and prepares written proposals with supervisor related to design installation and upgrades for customers;

Acts as a leader for cutting edge technology by performing research and development to keep current on new equipment, software and technologies;

Works with supervisor to reevaluate and/or establish procedures to deliver efficient and effective support to customers;

Assists with bid development;

Assists with the planning for future development of services and grants;

Maintains the integrity of networks through coordination and implementation of equipment, software, troubleshooting, testing and support;

Supervises and provides systematic in-depth technical analysis to identify and isolate problems and refers as necessary;

Ensures that records of maintenance, support and telecommunications services are kept current and accurate;

Coordinates preventative maintenance and/or corrective programs with vendor service personnel;

Establishes effective communication with district contacts to insure optimal service delivery;

Maintains contact with program service desk, checks e-mail and voicemail on a regular basis and responds appropriately and quickly to requests;

Collaborates with other BOCES or District Technology staff;

Advises Instructional Services staff of educational technology equipment and application updates that support the development of their services;

Keeps supervisor informed of issues and course of action to improve quality of services;

Provides a written weekly status report to supervisor.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the concepts, use and abilities of Local Area Networks and Wide Area Networks (LANs and WANs); thorough knowledge of various telecommunication equipment; good knowledge of mainstream LAN and WAN related hardware and software; good knowledge of the tools, terminology and safety precautions involved in equipment repair; ability to design, install, update and maintain LAN/WAN networks; ability to perform a wide range of technical analysis and troubleshooting tasks; ability to plan and supervise the work of others; ability to understand and follow technical instructions; ability to understand and apply schematic diagrams; ability to communicate effectively both orally and in writing; good technical aptitude and ability to stay current with changes in technology; good organizational, project management and customer service skills; initiative; tact; sound judgment.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a New York State registered or regionally accredited college or university with a Bachelor's Degree, which included fifteen (15) credit hours* in Computer Science, Management Information Systems, Information Resources Management, Information Technology, or a closely related field and one (1) year of full-time paid, or its part-time equivalent, technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment; **OR**

B. Graduation from a New York State registered or regionally accredited college or university with an Associate's Degree, which included fifteen (15) credit hours* in Computer Science, Management Information Systems, Information Resources Management, Information Technology, or a closely related and three (3) years of full-time paid, or its part-time equivalent, technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment; **OR**

C. Possession of a diploma or certificate of completion in a program of study in computer networking and/or A+ certification and/or Operating Systems Software Support or substantially similar program from a technical school licensed by the New York State Department of Education and four (4) years of full-time paid, or its part-time equivalent

technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment; **OR**

D. Graduation from high school, or possession of a high school equivalency diploma and five (5) years of full-time paid, or its part-time equivalent, technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment; **OR**

E. An equivalent combination of training and experience as indicated above.

*Coursework in the use of specific programs such as WORD, EXCEL, or ACCESS and data entry is not acceptable.

Special Requirement: Possession of a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrates the ability to meet the transportation needs of the job.

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