

COORDINATOR OF NETWORK AND TECHNOLOGY SERVICES - C

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position responsible for overseeing local area network systems and equipment and coordinating technology services for the entire school district. The incumbent coordinates Local Area Network (LAN) and/or Wide Area Network (WAN) installations and the subsequent on-going maintenance and support of such networks for school district facilities. The incumbent also provides on-site support services to school district personnel on a wide range of technology services. The work is performed under the general supervision of school district administrative personnel. The incumbent exercises supervision over subordinate technical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Identifies the needs of school districts in the area of educational technology and recommends priorities based on the school districts long-range technology plan;

Makes recommendations to school district administration, purchases and implements hardware, software and other equipment to achieve improved information systems and methods and evaluates the implementation of same;

Monitors and maintains local area network performance, resources, security and data integrity to include the upgrade and installation of software as required;

Researches and consults with each school district building regarding Local Area Network and Wide Area Network needs, plans the network infrastructure and oversees the installation of a Local Area Network and/or a Wide Area Network including configuring workstations and the server and installing hardware and software such as sound cards, CD ROM's, Ethernet cards, and modems;

Ensures the integrity of daily local area network backups;

Manages the file systems and shared local area network storage areas; i.e., routine database maintenance;

Sets up user local area network accounts and access rights;

Documents/monitors licensing information and application information;

Sets up user workstations for local area network, e-mail, intranet, internet and word processing access;

Diagnoses and resolves Local Area Network and Wide Area Network, operating system and hardware and software problems;

Performs and trains subordinate personnel in support and routine maintenance of computers and peripheral equipment, upgrades computer hardware and/or software as needed and coordinates off-site repairs of computers and peripheral equipment;

Tests LAN software, hardware and connectivity options, researches LAN industry trends, and recommends appropriate changes in hardware and software standards;

Plans, implements and supports network solutions between multiple platforms;

Provides technical support to users of a district via telephone, fax, daily site monitoring and vendor interfaces;

Mounts disks and tapes; backs up programs and data according to established schedules; prints reports; assigns passwords; and manages security;

Trains and instructs school district personnel regarding the proper use of all computer software such as that used for E-mail, Internet browsing, word processing and basic file management;

Provides on site training to instructional or technology staff and other users in the operation of a distance learning classroom equipment and other computer peripherals and audiovisual equipment;

Prepares and annual budget for the requisitions supplies, material and equipment to maintain a Local Area Network and/or Wide Area Network and other district technology needs;

Attends and participates in professional conferences and meetings and serves as a technology liaison with the parents, teacher groups, school districts officials, BOCES and other program-related personnel;

Serves on school district wide technology committee providing technical advice and facilitating long-range technology planning;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Local Area Network and/or Wide Area Network computer systems;

Thorough knowledge of personal computer operating systems and peripheral equipment;

Thorough knowledge of computer hardware and software;

Thorough knowledge of associated equipment and their integration into local area networks;

Good knowledge of school districts technology needs;

Working knowledge of standard office practices and equipment;

Ability to analyze and evaluate systems performance and operating system problems and implement solutions;

Ability to follow complex written and oral instructions;

Ability to develop and maintain effective working relationships;

Ability to develop, design, coordinate and/or deliver technology training;

Ability to maintain LAN or WAN performance and security;

Ability to maintain related systems records and prepare reports;

Ability to design, install, update and maintain a Local Area Network and/or Wide Area

Network including those used for telecommunications;

Ability to communicate effectively both orally and in writing;

Ability to form and maintain effective working relationships;

Tact; dependability; sound professional judgment;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree which included or was supplemented by twenty-four (24) credit hours of coursework in management information systems, computer science, computer technology, information resource management, data processing or related computer fields and two (2) years of experience designing, installing, updating and maintaining a Local Area Network and/or a Wide Area Network; or
- (b) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree which included or was supplemented by twelve (12) credit hours

coursework in management information systems, computer science, computer technology, information resource management, data processing or related computer fields and four (4) years of experience designing, installing, updating and maintaining a Local Area Network and/or a Wide Area Network; or

- (c) Graduation from high school or possession of a high school equivalency diploma and six (6) years of experience designing, installing, updating and maintaining a Local Area Network and/or a Wide Area Network; or
- (d) An equivalent combination of training and experience defined by the limits of (a), (b) and (c) above.

NOTES:

1. Successful completion of a three (3) credit semester hour course in college-level management information systems, computer science, computer technology, information resource management, data processing or related computer fields may be substituted for three (3) months of appropriate experience.
2. Successful completion of a course of study offered by a technical training institute, college or a corporate training program may be substituted for the twelve (12) semester credit hours in college-level management information systems, computer science, computer technology, information resource management, data processing or related computer fields; or one (1) year of appropriate experience, if the following conditions are met:

- a) The course of training involves learning the fundamental aspects of computer programming, systems analysis, telecommunications systems, LAN/WAN system configuration or a similar course with technical emphasis on the operation of a connected computer system.
 - b) The candidate provides an official description of the coursework and evidence that it was successfully completed.
3. Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is not acceptable.