

NETWORK COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Information Systems Department, is responsible for the installation, maintenance and relocation of network and associated equipment. This process also includes the installation of all network equipment software. Incumbents may be assigned to any departmental and provide support services to various departments utilizing automated systems. Incumbents may function as project leaders on small to medium size projects. Supervision may be exercised over subordinate professional or staff personnel. Does related work as required

TYPICAL WORK ACTIVITIES: (Illustrative only)

Installs and relocates hardware and software for network equipment, including assembly, configuration and transport, in accordance with established procedures and instructions;
Performs periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;
Prepares network and associated equipment for installation;
Modifies, updates and replaces internal network equipment parts as required;
Modifies, updates and replaces network equipment software as required;
Lifts network equipment that may weigh as much as 50 lbs. to place in, arrange around, or remove from the workplace for set-up, installation, repair, de-installation, or maintenance;
Responds to maintenance service requests related to network equipment;
Assists with the design of global network standards including communications protocols, security standards and related procedures;
Receives user calls regarding network-related problems and performs the appropriate action to resolve the problem;
Performs diagnosis of failures to determine whether they are induced by network software or hardware;
Assists with the preparation of network documentation, specifications, standards, instructions and user manuals as needed;
Notifies appropriate Information Systems staff of software or hardware failures and performs diagnostics;
Works with contract and vendor supplied personnel engaged in the installation, maintenance and repair of network hardware and software;
Maintains operating records and prepares routine operating reports;
Assists in managing inventory of network and associated equipment;
May supervise, train and schedule subordinate staff and evaluate their performance.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the components, operation, maintenance and repair of network equipment; good knowledge of data communications and basic electronics terminology; good knowledge of standard communications protocols; knowledge of basic computer communications software; skill and dexterity in the use of tools; ability to communicate with outside

vendors on equipment and related problems; ability to think logically; ability to comprehend complex technical materials and understand basic wiring diagrams; ability to see all colors of wire for connection purposes; ability to assign and review the work of others; ability to communicate clearly, both orally and in writing; ability to move equipment and supplies; ability to understand and carry out written and oral directions; good judgment; initiative; resourcefulness; reliability; physical condition commensurate with the demands of the position.

PROMOTION: Four years permanent status as a Senior Network Technician working within the Information Systems Department.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- [a] Graduation from a regionally accredited or New York State registered college or university with an Bachelor's degree in computer science, computer technology, data processing, management information systems, information technology; and two years of experience responsible for the maintenance, configuration or installation of micro-computer hardware and software for local area networks; or
- [b] Six years of experience as defined by the limits of [a] above; or
- [c] An equivalent combination of experience and training as defined by the limits of [a] and [b] above.

Created:
August 8, 2005