

## **Network Coordinator**

### **Purpose Statement**

The job of Network Coordinator is done for the purpose/s of creating and maintaining a reliable, efficient, and secure network infrastructure that enables students and staff to transfer data, voice, and video for administrative communication, teaching, and learning; aligning the infrastructure with other technology systems and needs; and providing for adequate redundancy and emergency recovery.

This job reports to Assistant Director of Core Technology

### **Essential Functions**

- Assesses work order requests in adherence of policies and procedures of request handling for the purpose of managing Internet filtering requests and completing assigned Helpdesk tickets including insuring courteous, timely, and effective resolutions to end-user issues.
- Collaborates with internal and external personnel (e.g. supervisor, schools/departments, technicians, vendors, colleagues, District Emergency Operation Team, etc.) for the purpose of training staff, solving current and recurring issues, preparing operations budget and service contracts, consulting on new project and initiatives and/or maintaining services and programs in an efficient and timely manner.
- Coordinates strategic infrastructure network wiring systems for the purpose of implementing enterprise-level operation infrastructure technologies, adhering to industry standards including all plant wiring such as cable management, copper and fiber optic cabling.
- Establishes the creation of ad-hoc networks for the purpose of installing audio-visual equipment necessary for testing, special events, district sponsored meetings, etc.
- Implements network operations and software applications (e.g. switches, routers, wireless access points, phones, VPNs, HVAC controllers, battery backup equipment, etc.) for the purpose of maintaining network equipment and management software.
- Installs network (client and server) software on a variety of platforms (e.g. service packs, application software, operating software, hardware upgrades, etc.) for the purpose of upgrading and maintaining District technology and telecommunication systems.
- Manages Voice-over-IP (VOIP) telephony systems, intercom infrastructure, CATV systems, and emergency services (911 and lockdown) for the purpose of providing adequate redundancy and emergency recovery.
- Monitors network infrastructure using management and monitoring tools for the purpose of insuring reliability and efficient transport of network data.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Prepares a wide variety of often complex materials (e.g. end-user documentation, support reports, synthesized information, recommendations, network infrastructure documentation, inventory of equipment and software licenses, etc.) for the purpose of documenting/presenting information for a variety of audiences and assisting with future planning and support of technology innovations.
- Provides effective resolutions for internal and external customers for the purpose of analyzing, troubleshooting and resolving escalated high-level support pertaining to instructional and administrative technology hardware, software, systems and servers for ensuring trouble free, accurate technological processes.

- Researches current and forecasted enterprise network, security camera services and other backend system technologies in a variety of ways (e.g. reading, attending seminars, conferences, workshops, college classes, internet FAQs, etc.) for the purpose of synthesizing information, making recommendations for improvement, planning and predicting future growth needs of current systems and infrastructure.
- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance and support.
- Schedules general maintenance, new installations and replacement of related equipment for the purpose of ensuring efficient equipment and systems operations.
- Trains personnel (e.g. technicians and other staff, etc.) for the purpose of providing necessary competence and expertise in the BPS technology infrastructure.
- Troubleshoots operational problems for the purpose of analyzing and resolving escalated high-level support and operational problems with regard to the network, telephony and multimedia systems including interactive video network hardware and software.

### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent network, application, operating system monitoring and troubleshooting software; adhering to safety practices; planning and managing projects; identifying and using data and feedback to make improvements; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current, legacy and emerging operating systems; environments and network protocols; router configurations; Inter/Intranet applications; and concepts of grammar and punctuation.

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: setting priorities; working independently; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences; working on projects as part of a team; and working nonstandard hours.

#### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the organization's services.

#### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 25% sitting, 50% walking, and 25% standing. The job is performed in a generally hazard free environment.

**Experience:** Job related experience within a specialized field is required.

**Education:** Bachelors degree in job-related area.

**Equivalency:** Bachelor's Degree; five years network, wireless, voice, and security systems repair and troubleshooting experience; three years of experience planning and supporting enterprise level data and voice networks.  
Applicable experience or certifications may be considered.

**Required Testing:** **Certificates and Licenses**

**Continuing Educ. / Training:** **Clearances**  
Criminal Justice Fingerprint/Background Clearance

<b>FLSA Status</b>	<b>Approval Date</b>	<b>Salary Grade</b>
Non Exempt		PK