

COORDINATOR OF TECHNICAL SUPPORT

DISTINGUISHING FEATURES OF THE CLASS: This is moderately high level technical work which involves computer and networking systems, including Internet-connectivity. The work involves planning, directing and management of daily operations of a school district's computer infrastructure, including installation, configuration, maintenance, and operation of network and computer hardware, software and peripheral) components. Responsibilities also include end-user support services, and basic network administration activities including diagnosis and resolution of network problems, as well as routine backup, disaster recovery planning and virus and malware protection. The work is performed under general supervision, with considerable leeway allowed for the exercise of independent judgment in carrying out details of the work. Supervision is provided to subordinate technical and clerical staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Plans, directs and manages daily operations of school district computer infrastructure;

Oversees and participates in cabling, configuring, installation, maintenance and repair of local and/or wide area network (LAN/WAN) hardware and software;

Oversees and participates in diagnosis, troubleshooting, and repair of computer problems relating to software packages, basic hardware issues, security and password problems;

Answers questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system or delegates/refers such questions appropriately;

Manages installation and configuration of district desktop and laptop PCs and peripheral equipment relative to network connectivity, software and hardware;

Diagnoses, troubleshoots and, if possible, repairs desktop and laptop PC hardware, software, associated computer operating systems and peripheral equipment, or, when necessary, arranges for repair by service providers;

Monitors and oversees daily operations and performance of computer and network systems;

Develops and implements preventive maintenance schedules, and conducts computer diagnostics to investigate, troubleshoot and resolve problems with computer and network systems and individual computers;

Develops and implements departmental procedures relative to cyber security;

Tests and evaluates new computer hardware, associated operating system software and peripheral equipment;

Analyzes technical problems and recommends solutions;

Instructs or trains staff in the proper use of hardware and software on a one-to-one basis;

COORDINATOR OF TECHNICAL SUPPORT (cont'd)

Oversees the maintenance of logs of errors, problems, and user calls such as would be done with a typical "helpdesk" application;

Oversees the implementation of operating procedures and standards;

Manages supply ordering and inventory maintenance;

Performs or delegates related general clerical duties;

May be responsible for implementing and maintaining other information technologies, such as closed-circuit television or other audio-visual systems;

Performs related functions as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of principles and practices of networking and computer system (software and hardware) operations, analysis and troubleshooting; good technical aptitude and ability stay current with changes in technology; ability to install, configure, maintain, repair and upgrade a variety of network and computer hardware and software, including operating systems, drivers and related software for peripheral components, etc.; ability to communicate ideas clearly and effectively, both orally and in writing; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS: Either

- a) Associates degree and six (6) years experience in the computer technology field which must have involved system or program design, help desk activities, hardware/software troubleshooting, support, repair, or related computer technology activities; or
- b) Graduation from high school or possession of a comparable diploma and eight (8) years experience in the computer technology field which must have involved system or program design, help desk activities, hardware/software troubleshooting, support, repair, or related computer technology activities; or
- c) An equivalent combination training and experience as indicated in a) and b) above.

SUBSTITUTION NOTE: Post secondary education may be substituted for up to two (2) years of the required experience on a year-for-year basis.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.