

Jurisdictional Class: Competitive
Adopted: August 5, 2011
Revised: November 18, 2011

NETWORK AND SYSTEMS COORDINATOR
(PLATTSBURGH HOUSING AUTHORITY)

DISTINGUISHING FEATURES OF THE CLASS: This technical position involves responsibility for administering, planning, developing, designing, coordinating, and overseeing the computer technology functions of the Plattsburgh Housing Authority, including computer networking and website design. Services may also be contracted out to other agencies, municipalities, or entities as requested with travel required to perform duties to these off-site locations. The incumbent is also responsible for the maintenance and repair of all computers and computer related equipment. The work involves analyzing hardware and software problems, researching new products, and coordinating workshops. The work is performed under general supervision of an administrative superior with wide leeway allowed for exercise of independent judgment in carrying out technical details of the work. Supervision may be exercised over the work of subordinate personnel. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Oversees the computer technology functions of an agency, including computer networking and website design;
Responsible for installing, maintaining, and repairing a variety of other technology systems including radios, telephones, surveillance, video, etc.;

Generates, communicates, and maintains a technology plan and vision for the agency;
Helps interpret the agency's technology plan including the agency's acceptable use policy for employees, teachers, administrators, staff, parents, and members of the community;

Sets up, maintains, coordinates, and performs maintenance on all computers and networks within the organization;
Creates and maintains the organization's website;

Maintains and manages existing computer network and assists with the planning, design, and installation of future network expansion;

Maintains documentation for network configurations, including server configurations;

Plans, organizes, and supervises the work of others engaged in computer operations including but not limited to: Planning. Assigning, and reviewing work, evaluating performance, maintaining work standards, implementing procedural changes, increasing efficiency, granting time off, dealing with problems of absenteeism, morale and discipline, reacting to discrepancies in time and attendance, etc.;

Installs, configures, and maintains new, existing, and future computer workstations, including personal computers, laptops, printers, copiers, etc., as well as installing, testing, and repairing wiring, cable, fiber optics, or other peripheral aspects necessary to keep systems updated and running;

Sets up new equipment and loads new software as appropriate and observes, maintains, and promotes the use of standards when setting up equipment;

Provides systems analyst functions in the evaluation of software and hardware, and tests new computer hardware and software;

Plans and implements recommendations for future purchases, enhancements, and system upgrades and may be responsible for preparing and processing bids and RFP's as needed;

Provides on-site trouble shooting for hardware and software problems within the organization, utilizing staff and other agency/district personnel as resources during such trouble shooting;

Maintains an inventory of all computers and computer-related equipment, monitors and coordinates repair and maintenance for such equipment, and maintains hardware repair histories and related records;

Maintains a software library;

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- Attends meetings of the organization's technology committee and functions in an advisory manner;
- Attends seminars and technical education classes to keep abreast of current trends in information technology;
- Assists the organization's personnel in identifying problems in hardware and software, and assists and trains personnel in resolution of such problems;
- Aids in the development of curriculum and other instructional options related to computer and network use;
- Researches and evaluates new computer and network products;
- Consults with vendors, distributors, and users regarding the purchase of computer hardware, software, and networks, and to anticipate needs, order parts and components, and keep technology systems running and updated;
- Assists in the development and monitoring of the operational and management budget;
- Maintains up-to-date knowledge of new trends and technology for computers, hardware, software, website, and networking;
- Coordinates and conducts computer workshops for users to provide training, up-to-date information, and support for use of the systems;
- Demonstrates and trains users in the operation and maintenance of computer hardware and software;
- Plans, analyzes, and writes proposals to help improve work flow including cost estimate for systems;
- Provides support and assistance to individuals and groups using the network;
- Ensures security and efficiency of computer systems, establishes and maintains network security, develops and maintains timely backup procedures, ensures proper software licenses, and maintains related records;
- Coordinates the use of outside vendor resources;
- May serve as a subcontractor to other agencies, municipalities, or entities as requested with travel required to perform all subcontractor duties;
- Prepares a variety of records and reports in connection with the computer technology functions of the agency.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

- Thorough knowledge of the operation, care, and maintenance of computers and computer systems;
- Thorough knowledge of logical operations of computers and data communication devices;
- Thorough knowledge of configuration of local and wide area network and internet administration;
- Good knowledge of computer center operations and planning;
- Good knowledge of modern office methods and techniques;
- Skill in systems analysis, diagnosing and trouble-shooting hardware and software problems, web development, network development, applications programming, and configuration of work stations;
- Ability to run, update, and repair hardware, software, radios, telephones, and other technologies;
- Ability to define and recommend computer hardware and software;
- Ability to develop and conduct workshops related to computer operation and maintenance;
- Ability to deduce problems logically;
- Computer literacy;
- Ability to establish and maintain effective working relationships with staff, co-workers, and all levels of administration;
- Ability to plan, organize, and supervise the work of others engaged in computer operations;
- Ability to train others in computer system operations;
- Ability to maintain sensitive and confidential information and data;
- Ability to maintain a software library;
- Ability to follow complex oral and written instructions;
- Good communication skills both oral and written.

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MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science, Computer Technology, Data Processing, Management Information Systems, Information Resource Management, or technology related field and two (2) years of technology related experience involving the configuration of networks, website design and maintenance, and the maintenance and installation of computer hardware and software; or

(b) Graduation from a regionally accredited college or university with an Associate's Degree in Computer Science, Computer Technology, Data Processing, Management Information Systems, or technology related field and four (4) years of technology related experience as defined in (a) above; or

(c) Completion of at least sixty (60) semester credit hours from a regionally accredited college or university including or supplemented by thirty (30) semester credit hours in computer science, computer technology, data processing, management information systems, information resource management, or technology related field and six (6) years of technology related experience as defined in (a) above; or

(d) Graduation from high school or possession of a high school equivalency diploma and *ten (10) years of technology related experience as defined in (a) above; two (2) years of which must have been in an administrative or supervisory capacity; or

(e) An equivalent combination of training and experience as defined by the limits of (a), (b), (c), or (d) above.

SPECIAL NOTE FOR (d) ABOVE: *Because of the rapid evolution of technology in this field, five (5) years of the qualifying experience must have been gained within the last six (6) years.