

CITY OF CORAL SPRINGS Classification Description

CLASSIFICATION TITLE: Network Coordinator
FUNCTIONAL AREA: Information Technology Department

WORK OBJECTIVE:

Performs professional technical, administrative and supervisory work with responsibility for planning, designing and coordinating networks and telecommunication services for the City. Work involves analyzing data transport and telecommunication needs, developing plans and coordinating the acquisition, installation and maintenance of computer and communications systems and networks. Work is performed under general direction with considerable latitude for individual initiative and judgment and is reviewed by observation of results achieved, meetings, detailed reports and systems performance.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Manages network support personnel engaged in the installed, repairing and maintenance of City-owned telephone and data systems and networks; trains personnel in proper work methods, performance standards and safety requirements; interviews, appraises and implements disciplinary actions.
- Coordinates or performs selection, purchase, installation, maintenance and update of operating system software for the City's midrange computers, servers and networks (assigned platforms).
- Coordinates or performs selection, purchase, installation, repair of equipment and communication links for assigned platforms and works with vendor service personnel.
- Coordinates or performs capacity and strategic planning efforts for assigned platforms to ensure capacity is available when needed and adequate response time to customers is maintained.
- Keeps abreast of developments in the assigned platform computer field.
- Provides recommendations for future directions and hardware/software/communication link purchases required to maintain capacity, implement established strategic directions and meet agreed upon service levels.
- Develops, recommends and implements appropriate technical security measures for assigned platforms, including virus protection and intrusion detection policies, procedures and responses.
- Directs monitoring, administration, analysis, identification and resolution of performance problems for assigned platforms.
- Assures continuity of operations, assists system backup and disaster recovery of assigned platforms in accordance with agreed upon service levels.
- Establishes standards and methods to protect City information technology assets, including those related to systems and networks access, computer virus protection and intrusion detection.
- Plans and directs Network Support research and development projects and assists in updating the Technology Management Disaster Recovery Plan.
- Maintains inventory of data and communications infrastructure and supplies; provides reports of workload capacity, resource utilization and cost as required.

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- Develops plans to insure adequate and effective data and voice communications services (telecommunications) to meet current and projected needs of the City.
- Coordinates activities associated with the installation and implementation of new telecommunications systems including station reviews, network design, scheduling, problem resolution, user training and vendor interface.
- Analyzes requests for services and equipment by departments and recommends appropriate actions; acts as engineer for the development of improvements, alterations, and additions to the City's telecommunications systems.
- Develops, implements and monitors network support program budget and objectives; maintains records and prepares periodic activity and budget reports.

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

Bachelor's Degree in Computer Science or closely related field; supplemented by three (3) to five (5) years responsible technical experience involving network installation, implementation, and administration, to include two (2) years in a supervisory capacity; or an equivalent combination of education, training, and experience.

Knowledge, Skills, & Abilities –

Considerable knowledge of computer servers, workstations and network equipment, configuration, operating system software and industry directions.

Considerable knowledge of systems analysis, computer programming, computer operations, network concepts and techniques, and information security methods.

Considerable knowledge of Southern Building Codes as they relate to data communications wiring and need to have knowledge of planning principles, procedures and techniques for data communication systems and networks.

Thorough knowledge of planning principles, procedures and techniques for telecommunications systems.

Knowledge of computer system metrics, measurement techniques and capacity planning processes.

Knowledge of relevant business, accounting, record keeping, security and audit practices and procedures.

Ability to analyze, trouble shoot, resolve problems related to equipment and operating system software configuration of assigned platforms.

Ability to establish and maintain effective working relationships with employees, other managers and staff, and vendors.

Ability to conduct research, analyze and formulate recommendations to communicate clearly and concisely, orally and in writing.

Ability to make decisions recognizing established guidelines, precedents and practices, and to use resourcefulness and tact in meeting new problems.

Ability to plan, schedule, coordinate and review the work of subordinate technicians.

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Ability to establish and maintain effective working relationships employees, outside contractors and vendors.

Ability to communicate clearly and concisely, orally and in writing.

Ability to make decisions recognizing established guidelines, precedents and practices, and to use resourcefulness and tact in meeting new problems.

Ability to interpret and implement regulations, rules, and contract provisions for maximum benefit to City.

MINIMUM QUALIFICATION REQUIREMENTS:

PHYSICAL REQUIREMENTS:

Tasks involve the intermittent performance of physically demanding work, typically involving some combination of reaching, bending, stooping, kneeling, or crouching, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

ENVIRONMENTAL REQUIREMENTS:

Some tasks include working around moving parts, light to moderate weight motor equipment, and materials handling where physical risks are predictable and/or controllable by observance of standard safety precautions.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.