

Area Network Coordinator

New Hanover County Schools

Job Description

Class: Classified
Dept: Technology

TITLE: **Area Network Coordinator**

QUALIFICATIONS:

1. Associate degree in technical field or equivalent training and/or experience required.
2. One year of technical experience with a working knowledge of network hardware and operating hardware and/or phone systems and infrastructure.
3. Valid North Carolina driver's license.

REPORTS TO: Network Supervisor

JOB GOAL: Support district LAN/WAN infrastructure to allow for the execution of daily operational goals and objectives. Assist, advise, troubleshoot, and coordinate network attached equipment and network appliance installations and repairs.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulation pertaining to schools and technology.
2. Troubleshoot and resolve network connectivity problems including power source, network interface cards, patch cable, jack, cabling, switches, servers, phones, and/or network software.
3. Maintain the integrity of administrative data by performing daily backup and assisting in data recovery.
4. Configure and install network appliances, servers, phones, routers, switches, security cameras and wireless access points.
5. Instruct users in the characteristics, capabilities, operations, and limitations of software and hardware utilized in a LAN/WAN environment.
6. Analyze and interpret network device statistics for network performance.
7. Install applications and Network Operating Systems.
8. Perform wire management tasks.

9. Develop and maintain documentation of all network based services including network device configuration files, network maps, backup logs, and configuration files for Active Directory, network inventory, as well as physical and logical network characteristics for each school facility.
10. Configure, install, and maintain, VoIP and legacy phone systems. Troubleshoot and provide support for all telecommunications equipment including school intercom systems.
11. Assist with managing and maintaining NHCS infrastructure, including structured cabling.
12. Repair, maintain, and configure security camera systems.
13. Work in the coordination of vendor services including gathering quotes, scheduling work, and inspecting jobs.
14. Assess network and/or communication support work requests daily and develop a daily, weekly, and/or monthly plan that prioritizes all work requests.
15. Perform related duties and responsibilities as requested by the Assistant Superintendent for Technology and Digital Learning, Director of Technology or Network Supervisor.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve-month work year/At Will/FLSA Non-Exempt

Starting Salary and/or Grade: Grade 73

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Ability to work well independently or as a member of a project team; communicate clearly and concisely, both orally and written; establish and maintain cooperative working relationships
- Ability to analyze complex problems and identify solutions.
- Ability to setup configurations in one or more multi-user or networked environment and diagnose problems on router, switch, wireless and software products.

- Mechanically proficient with a variety of hand tools and testing equipment; ability to use system configurations and diagnostic software tools.
- Ability to effectively administer simultaneously a variety of projects/activities; provide technical support to a diversity of internal and external individuals/groups.
- Ability to lift up to 50 pounds.