



Technology Network Coordinator

Purpose Statement

The Technology Network Coordinator is responsible for creating and maintaining a reliable, efficient, and secure network infrastructure. This role supports data, voice, and video transfer for administrative communication, teaching, and learning; aligns the infrastructure with other technology systems and needs; and ensures adequate redundancy and emergency recovery.

Supervisory Relationship

Reports to: Technology Director

Essential Functions

- **Work Order Assessment:** Manage internet filtering requests and complete assigned Helpdesk tickets, ensuring courteous, timely, and effective resolution to end-user issues.
- **Collaboration:** Work with internal and external personnel (e.g., supervisors, schools/departments, technicians, vendors) to train staff, solve issues, prepare operations budgets and service contracts, and consult on new projects and initiatives.
- **Infrastructure Coordination:** Implement enterprise-level operation infrastructure technologies, including cable management, copper, and fiber optic cabling, adhering to industry standards.
- **Network Creation:** Establish ad-hoc networks for installing audio-visual equipment for testing, special events, district-sponsored meetings, etc.
- **Network Implementation:** Maintain network equipment and management software, including switches, routers, wireless access points, phones, VPNs, HVAC controllers, and battery backup equipment.
- **Software Installation:** Upgrade and maintain District technology and telecommunication systems, including client and server software on various platforms.
- **System Management:** Manage Voice-over-IP (VOIP) telephony systems, intercom infrastructure, CATV systems, and emergency services (911 and lockdown), ensuring adequate redundancy and emergency recovery.
- **Monitoring:** Use management and monitoring tools to ensure reliable and efficient network data transport.
- **Documentation:** Prepare end-user documentation, support reports, recommendations, network infrastructure documentation, inventory of equipment and software licenses.
- **Problem Resolution:** Analyze, troubleshoot, and resolve high-level support issues related to instructional and administrative technology hardware, software, systems, and servers.
- **Professional Development:** Attend meetings, workshops, and trainings to gather and convey information required for job functions.
- **Research:** Stay current with and forecast enterprise network, security camera services, and other backend system technologies through reading, seminars, workshops, and classes.
- **Maintenance Scheduling:** Schedule maintenance, new installations, and replacement of related equipment to ensure efficient operations.
- **Training:** Train personnel to ensure necessary competence and expertise in the BPS technology infrastructure.
- **Troubleshooting:** Analyze and resolve high-level network, telephony, and multimedia system operational problems.
- **Adherence to Policies:** Follow school policies and procedures.
- **Attendance:** This position requires prompt and consistent attendance.
- **Other Duties:** Perform other related duties as assigned to support the effective operation of the work unit.

Job Requirements: Minimum Qualifications

Skills

- Perform multiple technical tasks and upgrade skills to meet changing job conditions.
- Utilize network, application, and operating system monitoring and troubleshooting software.
- Plan and manage projects, identify and use data for improvements, and maintain accurate records.

Knowledge

- Proficiency in algebra and geometry.
- Understanding of current, legacy, and emerging operating systems; network protocols; router configurations; and Inter/Intranet applications.

Abilities

- Schedule activities and meetings, gather and collate data, and use equipment under various conditions.
- Work independently and flexibly with others, establish effective relationships, and convey technical information to non-technical audiences.
- Set priorities, pay attention to detail, communicate with diverse groups, and work as part of a team.
- Work non-standard hours as needed.

Responsibility

Work under limited supervision, following standardized practices and methods. Lead, guide, and coordinate others. Operate within a defined budget and utilize resources from other work units. Impact the organization's services continually.

Work Environment

Significant lifting, carrying, pushing, and pulling. Some stooping, kneeling, crouching, and crawling. Significant fine finger dexterity. Job involves 25% sitting, 50% walking, and 25% standing. Work performed in a generally hazard-free environment.

Experience

Job-related experience within a specialized field is required.

Education

Bachelor's degree in a job-related area.

Five years network, wireless, voice, and security system repair and troubleshooting experience; three years of experience planning and supporting enterprise level data and voice networks
Applicable experience or certifications may be considered

Continuing Education/Training

Participate in ongoing training and professional development as required.

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non-Exempt

Salary Grade

PK

Bismarck Public Schools prohibits discrimination and harassment based on a student's, parent's, guardian's, or employee's race, color, religion, sex, gender identity, national origin, ancestry, disability, age, or other status protected by law. The District also provides equal access to the Boy Scouts and other designated youth groups, as required by federal law.