



Job Description

POSITION TITLE: Coordinator IV, Networking Services #6244
Information Technology
Business Services

SALARY PLACEMENT: Management Salary Schedule
Range 14

SUMMARY OF POSITION:

Under general direction of the Director of Networking Services, independently performs network design, implementation, maintenance, and troubleshooting; gather and collect information, analyze, document, and report on findings, impact, and potential solutions; provide advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network; maintain knowledge of current network technologies and explore growth opportunities and trends.

MINIMUM QUALIFICATIONS-EDUCATION, TRAINING, AND EXPERIENCE:

Possess a bachelor's degree from an accredited College or University with a concentration in computer-related technology and/or Business Administration; or equivalent experience in management information systems.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Five years of increasingly responsible experience with information systems in a large-scale information technology environment including network and computing devices, data network engineering, maintenance, and troubleshooting. Experience performing wired and wireless network design, implementation, maintenance, and troubleshooting. Experience providing advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network. Experience creating and managing a Windows server infrastructure including Active Directory, DNS, DHCP and Radius. Ability to write and prepare elaborate proposals, contracts, and scopes of work. Previous experience supervising, leading, and evaluating staff. Experience with educational administrative systems. Experience in a public education environment.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- proper office methods and practices
- operational requirements of networked computer systems; applications including Microsoft Office and others; Chromebooks, Macintosh, Windows, and Windows Server operating systems; mobile computing platforms including smartphones and tablets; modern computer techniques, methodologies, principles, and practices
- principles and methods of system administration, network routers, switches, VLAN design and implementation, TCP/IP network design and implementation, 802.11x wireless technology
- network design portfolios

Ability to:

- follow manuals and read complicated instructions
- understand and carry out oral and written instructions
- use appropriate and correct English, spelling, grammar, and punctuation
- perform arithmetic calculations with speed and accuracy

- operate a variety of standard office equipment including computing devices, printers, copiers
- work independently
- communicate effectively in written and oral form
- establish and maintain effective working relationships with others in a large and diverse user environment
- be flexible and receptive to change
- operate and have a sound technical understanding of a wide variety of computing systems, operations, hardware, and software
- maintain and actively pursue personal knowledge of current industry trends and technological advancements within the computing field
- analyze procedures and problems, develop and implement improvements and solutions, prepare reports, gather, analyze and organize information, demonstrate advanced network troubleshooting concepts

Possess:

- leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings
- a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties
- familiarity with a wide range of California K-12 specific requirements, including but not limited to California Ed Code, SOPIPA and Public Records Act; familiarity with a wide range of federal requirements, including but not limited to COPPA, CIPA, FERPA, PPRA, HIPAA.

DISTINGUISHING CHARACTERISTICS:

The Coordinator series represents advanced management positions and has four levels.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Work effectively with school districts, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Supervises, leads, and evaluates staff.
4. Participate, coordinate, or conduct a variety of meetings, staff development, committees, trainings, workshops, and/or conferences in order to present material and information concerning department programs, services, operations, and activities; represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
5. Maintain current knowledge and interprets applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes, and regulations.
6. Communicate effectively both orally and in writing.
7. Analyze situations accurately and adopt an effective course of action.
8. Establish and maintain cooperative and effective working relationships with others.
9. Work independently with little direction.
10. Meet schedules and timelines.
11. Prepare reports as needed for program.
12. Oversee and manage budgets.
13. Utilize computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling, and user support.
14. Provide training and support to a diverse customer base in the proper installation and maintenance of network hardware and software systems along with policies and procedures related to technology.
15. Maintain an advanced level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, networking practices, equipment and trends.
16. Install, test, operate, monitor, and maintain new and existing wired and wireless networks.
17. Research, test, recommend, implement, and maintain new products, technologies, and trends that will enhance and increase the technical productivity, security and levels of service provided by the

Information Technology Department.

18. Analyze existing or proposed projects and requests to determine the feasibility for technical adaptation; prepare project proposals and quote requests and provide research and implementation documentation on project implementation.
19. Create clear and concise technical documentation on Enterprise level systems and procedures; coordinate testing and evaluation of vendor software and hardware.
20. Gather information systems requirements through study of existing documentation, workflows, procedures, regulations, audit findings and other artifacts; supplement gathered requirements through observation, interview, attendance at workshops and conferences and other sources.
21. Lead wiring contractors and coordinate flow of work and ensures that deadlines are met.
22. Develop infrastructure related project plans, meet with vendors, contractors and oversees implementation.
23. Develop audio-visual project plans, meet with vendors, and oversee implementation.
24. Create, recommend, and update standards and department policies and procedures.
25. Respond to a rapidly changing technical environment and the requirements of customers.
26. Comply with all standards, procedures, controls, and policies as established by San Joaquin County Office of Education, participating school districts, and the Information Technology department.
27. Perform other related duties as required

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit and stand for extended periods of time.
2. Enter data into a computer workstation, operate standard office equipment and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Speak, hear ,and understand speech at normal levels and on the telephone.
5. Stand, walk and bend over, reach overhead, grasp, push and move, lift and/or carry up to 50 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment and come in direct contact with SJCOE and school district staff, students, parents, outside agency staff and the public. Employees may be required to work outside of normal workdays and office hours for emergency situations, troubleshooting, critical demand periods, scheduled vacations or to meet installation deadlines. Requires travel within San Joaquin County and occasionally elsewhere within California.