

Associate Area Network Coordinator
New Hanover County Schools

Job Description

Class: **Classified**
Division: **Technology and Digital Learning**

TITLE: **Associate Area Network Coordinator**

QUALIFICATIONS: 1. Associate's degree in technical field or equivalent training and/or certification.
 2. 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: Supports 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 regulations pertaining to schools and technology.
2. Assist with troubleshooting and resolving network connectivity problems including power source, network interface cards, patch cable, jack, cabling, switches, servers, phones, and/or network software.
3. Assist with the configuration and install of network appliances, servers, phones, routers, switches, security cameras, and wireless access points.
4. Review network device statistics for network performance.
5. Assist with the install of applications and Network Operating Systems.
6. Perform wire management tasks.

7. Follow documentation, policies, and procedures of all network-based services including network devices, network maps, Active Directory, network inventory, as well as physical and logical network characteristics for each school facility.
8. Troubleshoot and help with telecommunications equipment including intercom systems.
9. Assist with maintaining NHCS infrastructure, including structured cabling.
10. Assist with the maintenance of security cameras.
11. The ability to coordinate vendor services including gathering quotes, scheduling work, and inspecting jobs.
12. Assess work requests daily and develop a plan that prioritizes all work requests.
13. Assist with and make recommendations to improve the overall functionality and security of the network and infrastructure.
14. Perform related duties and responsibilities as requested by the Assistant Superintendent for Technology and Digital Learning, Director of Technology, Director of Network Security 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 71

Evaluation: Performance of this job will be evaluated in accordance with the 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 assist in one or more multi-user or networked environments and troubleshoot problems.
- 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.