COORDINATOR OF TECHNICAL SYSTEMS SUPPORT

Code No. 3-20-001
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for planning, developing, implementing and servicing instructional and non-instructional technical equipment in a School District. Work involves exposure to sensitive and confidential information in the area of records and security. The Coordinator establishes a level of technical support to enable the District to fully integrate computing and other support technology for both instructional and administrative purposes. General supervision is exercised over a subordinate staff. The employee reports directly to and works under the general supervision of an administrator. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Establishes preventive maintenance programs for technical equipment;

Establishes purchasing standards for instruction support equipment;

Maintains computer system operational security to ensure confidentiality where sensitive data is involved;

Assists in the training of new users and new applications of technical equipment and programs;

Designs, develops, supports and implements computer applications as well as local area network (LAN) operating systems;

Installs, customizes and maintains all vendor supplied software for LAN operations;

Monitors and adjusts LAN systems for optimal performance: organizes documentation; assists in training of users;

Studies and evaluates substantive programs and operational methods and procedures to determine adaptability to automation;

Generates, customizes and supports communications software;

Gathers information regarding processing volumes, processing time and projected operating costs to assist in the analysis of cost statistics;

Supervises and coordinates work flow of a subordinate staff;

Develops and maintains budget for the office.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the type, variety, maintenance and use of technical equipment used for instructional purposes; good knowledge of computer operation and equipment usage; good knowledge of electronics as it pertains to the installation of user equipment; good knowledge of appropriate coding languages to support vendor supplied software; skill in the installation and testing and maintenance of network operating systems; organizational ability; supervisory ability; analytical ability; ability to train users in the proper operation of technical equipment; ability to establish preventive maintenance programs for technical equipment; ability to develop and monitor an office budget; ability to establish and maintain effective working relationships; ability to maintain confidentiality; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma PLUS either:

(A)   Five (5) years paid full time or its part-time equivalent experience involving the operation, installation and/or maintenance/repair of a computer network or computer*; OR,

(B)   Graduation from a regionally accredited or New York State registered college or university with an Associate's or Bachelor's degree in Information Technology, Computer Science or other computer science field, or Business Administration (that included at least twelve (12) semester college credit hours in computer science courses)**, plus three (3) years of experience as defined in (A) above; OR,

(C)   Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

*Computer operation involves operating a mainframe or minicomputer for production work on a regular, routine basis. Mainframe Computer Operators perform such tasks as mounting and dismounting reels of magnetic tape, loading and unloading paper into printer(s), and checking output for completeness and accuracy. They may also exercise control over the sequence in which jobs are executed, respond to messages from the computer operating system, and ensure accuracy of output. Entry-level computer operators are sometimes called peripheral equipment operators, and senior-level computer operators are sometimes called console operators.

Note: Operating a personal computer (desk-top computer) in the course of one's job e.g. performing data entry, word processing, creating spreadsheets, querying a database, etc. does not constitute Computer Operator work.

**NOTE: Candidates qualifying under option (B) with a Business Administration degree must submit with their application an official or student transcript verifying twelve (12) college semester credit hours in computer science courses.

SPECIAL REQUIREMENTS:
Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

If you are appointed, you will be required to possess a valid license to operate a vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:
Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: September 17, 1992
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REVISED: July 8, 2004