

## **NETWORK OPERATIONS COORDINATOR**

Under the direction of the Director of Information Systems, plan, organize and participate in the maintenance and repair activities for a variety of district technology infrastructures. These infrastructures include, but are not limited to: desktop and personal computer systems, shared resource servers, network wiring and active components. Train and provide work direction to the assigned network technicians and other department personnel.

### **REPRESENTATIVE DUTIES:**

- Plan, organize and participate in the maintenance, deployment and repair activities for a variety of computerized technologies. **E**
- Order, track and maintain materials used in the network operations department. **E**
- Maintain logs for departmental inventory and service requests. **E**
- Train and provide work direction to assigned network technicians; receive service requests, plant and assigned work; inspect completed work and work in progress to insure compliance with service requests. **E**
- Maintain a clean, orderly and efficient workstation. **E**
- Oversee the network operations in the absence of the Director of Information Systems. **E**
- Operate the following equipment and train others on the safe operation of forklift, power saw, power drill and other hand tools typically needed in the installation of computer systems and network materials. **E**
- Plan, organize and document technology projects with other departments. **E**
- Provide timely response to service request orders. **E**
- Coordinate work between network technicians and other district or site level staff. **E**
- Conduct various informational and training meetings for network operations staff to assure proper work practices. **E**
- Perform related duties as assigned.

### **KNOWLEDGE OF:**

Warehousing techniques and practices of storage, tracking and procurement of equipment and materials.

Principles and practices in training and providing work direction.

Inspection of craftsmanship for related computer and network technologies.

Safe operation of applicable tools and equipment.

Basic math skills and formulas related to planning technology projects.

Inventory systems designed to track fixed assets and materials.

Commonly used software applications designed to organize workflow, track materials and project costs.

Personal computers and computer-related equipment.

### **ABILITY TO:**

Provide a DMV printout dated within 2 months.

Diagnose and repair a variety of personal computers and software.

Operate applicable tools used for computer repair and network installation or maintenance.

Analyze situations accurately and adopt an effective course of action.

Maintain records related to safety, preventative maintenance and work performed.  
Understand and follow oral and written instructions.  
Work cooperatively with others.  
Read blueprints, instruction manuals and technical publications.  
Train and provide work direction to assigned staff.  
Produce effective training materials.  
Use modern applications software applicable to tracking of materials, workflow and documentation.  
Accept occasional working schedule adjustments.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and 2 years college level studies; 4 years experience working in the repair of personal computer systems; 2 years experience supervising others in daily tasks and workflow.

**LICENSES AND OTHER REQUIREMENTS:**

Possession of a valid California driver's license.

**WORKING CONDITIONS:**

Equipment repair shop environment.  
School campus environment.  
Driving a vehicle to conduct work.  
Emergency call-up.

**PHYSICAL ABILITIES:**

Pulling, pushing, lifting and carrying personal computer equipment and related objects.  
Walking and standing for extended periods.  
Bending at the waist, kneeling and crouching.  
Reaching overhead, above the shoulders, and horizontally.  
Dexterity of hands and fingers to operate power tools and personal computer equipment.  
Seeing to observe and perform repairs.  
Repetitive hand and body motions.

**HAZARDS:**

Subject to noise and fumes from equipment operation.  
Low light and cramped working environment.  
Viewing a computer monitor for long periods of time.

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