



## **COORDINATOR, NETWORK SERVICES**

### **GENERAL RESPONSIBILITIES**

Under the leadership of the Director of Technology, the position is responsible for planning, designing, implementing and supporting maintenance of all VBCPS telecommunications and network systems. The position provides leadership and coordinates staff development for the network services team. This is a senior administrative and technical position and the employee is responsible for keeping abreast of changing technology and the convergence of data, voice and networking technologies.

### **ESSENTIAL TASKS**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Manage telecommunications systems and develop long-range goals and objectives as they relate to trends and issues in the industry.
- Analyze, design, and manage projects as they relate to telecommunications systems.
- Plan systems implementation projects throughout the school division; provide overall coordination and project direction on major technical acquisitions, implementations and conversion efforts.
- Oversee the preparation and submission of the annual filing of Universal Service Fund (USF) or eRate reimbursement applications for various eligible telecommunication services; keep abreast of rules and regulations as they relate to USF.
- Prepare fiscal budgets and forecasts for assigned area; develop RFPs and Bids as required.
- Manage contracts for telecommunications services, Customer Premise Equipment (CPE) procurement and maintenance, and other related contracts as appropriate.
- Develop, evaluate and manage service-levels for both vendor contracts and internal support needs.
- Review and evaluate technology operations within individual schools and departments; plan for upgrades and configuration changes.
- Evaluate technical support functions on a continuing basis; identify new methods, practices and equipment and recommend the implementation and/or purchase of such.
- Collaborate with building principals and department heads to coordinate technical support functions and determine needs.
- Lead and support technical staff and contracted personnel.
- Develop and administer training to school division staff on telecommunication systems.
- Assist with screening, interviewing and recommending qualified candidates.
- Serve on committees and participate in meetings regarding long-and short-term technology planning.
- Maintain records and prepare necessary statistics and reports related to the division's overall telecommunications operations.
- Maintain advanced knowledge of telecommunications platforms.
- Perform related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Must have a thorough knowledge of the operation, uses and capabilities of telecommunications and network equipment, video conferencing, systems and services. Must have the ability to establish and maintain effective working relationships with associates and users; ability to prepare reports and communicate technical information effectively both orally and in writing; ability to communicate effectively with vendors, users, analysts, and management, both written and oral form; ability to read and comprehend complex technical material: ability to perform statistical analyses and provide recommendations. Must be able to demonstrate leadership and project management skills.

### **EDUCATION AND EXPERIENCE**

**Required:** Bachelor's degree and/or applicable telecommunication and/or network industry certifications, and a minimum of six (6) years of experience in the following areas: project management; basic understanding of PBX, VOIP customer premise systems, enhanced applications such as ACD and IRV, and installing, configuring Centrex, PRI, and POTS services; operating, installing, or maintaining all aspects of hardwired and wireless network infrastructure, network security, internet infrastructure, outside fiber plant installation and maintenance, and Video Conferencing and audio-visual equipment.

A comparable amount of training and experience maybe substituted for the minimum qualifications.



**PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Frequent sitting, walking, bending, grasping, fingering, repetitive motion, reaching, and driving. Occasional standing, and stooping. Work involves moderate exposure to loud noises. Ability to lift up to 20 pounds frequently. Requires timely and regular adherence to established work schedules.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

**SPECIAL REQUIREMENTS**

Possession of a valid driver's license

Regular and reliable attendance is an essential function of this position.