



Position Title: Network Services/Coordinator
Reports To: Director, Distance Education
Department: Virtual College
Prepared By/Date: Jennifer C. Brito/04-05-2009
Approved By/Date: Haydee Navarro/04-05-2009
Revised:

Job Code: 3354-01E
Job Group: PENC
Salary Grade: 14
FLSA Status: Exempt

Summary:

Assists Virtual College personnel and students with their web technology needs (hardware, software, programming, design, training, etc.).

Essential Duties and Responsibilities:

- Implements distance education system (Angel) to provide connectivity with the College mainframe, local and wide-area networks and the Internet
- Assists students and faculty with installing and maintaining microcomputers and printers connected to both the local and wide-area networks and the Internet for access to the distance education courses
- Creates and manages distance education user accounts
- Assists with the supervision of part-time personnel involved in implementation and manipulation of distance education use of Picture Tel and local area networks
- Assists students with installation and operation documentation for all computer based systems
- Acts as liaison and/or consultant for Virtual College faculty with course development on all MDC campuses at the systems web page/course development level

Knowledge, Skills and Abilities:

- Knowledge of network connections and facilities.
- Knowledge of web technologies and equipment.
- Knowledge of a range of computer networking systems and protocols.
- Ability to maintain and troubleshoot computer network hardware, software, and peripherals.
- Records maintenance skills.
- Knowledge of current technological developments/trends in area of expertise.
- Knowledge of computer network infrastructure requirements.
- Ability to effectively communicate orally and in writing with a variety of users (administrative, academic and support personnel
- Ability to work in a multi-ethnic and multi-cultural environment with students, faculty and staff.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work involves moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises.

Moderate physical activity. Requires handling of average-weight objects up to 25 pounds or standing and/or walking.

No or very limited exposure to physical risk.

Essential Personnel:

This function/position has been designated as “essential.” This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover, and continue operations at the College.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Associate’s degree in Computer Science, Information Technology or related area and nine (9) years of experience in Network Administration, computer programming, computer maintenance and/or troubleshooting or eleven years of experience in networking or academic applications, or A+ Certification and six (6) years experience or equivalent.
- Experience in Windows 2000 and/or knowledge of current programming languages and the MAC OS is a plus.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name