

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

<i>Class Title:</i>	Network Coordinator	<i>BOT Date:</i> March 2, 2005
<i>Level:</i> G	<i>FLSA Status:</i> Exempt	<i>Class Code:</i> E0745
<i>Adm. Rev:</i>		

GENERAL DESCRIPTION

The Network Coordinator is responsible for setup, configuration, managing, and maintaining assigned network systems and software. Works closely with other technical staff and users in troubleshooting network related problems. This position may be responsible for leading a project team of external consultants or temporary employees.

	KEY RESPONSIBILITIES	% OF TIME
1.*	Sets up, configures, manages troubleshoot, and maintains assigned network systems and software.	35%
2.*	Works closely with Help Desk operations and Desktop Agents to troubleshoot and resolve work order requests in a timely manner.	25%
3.*	Monitors network systems and data traffic to insure network reliability and maintain optimal network performance providing ongoing recommendations for improvement.	20%
4.	Supervises assigned project team members and student workers in network related projects and troubleshooting efforts.	10%
5.	Assists with research and evaluation of network technologies appropriate for HCC.	10%
6.	Performs other similar and related duties as required.	

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS					
Education:	Bachelor's degree in Information Systems, Computer Science, Network Engineering, or related academic area. CCNA certification required.				
Experience:	Three to five years of prior experience supporting network technology.				
Planning:	Plans network project activities that are expected to occur within the current and following fiscal periods. Scope of planning is departmental or project specific.				
Impact of Budgets:	Provides supportive advice, analysis, or related services which impact budget expenditures but with no authority to actually expend fiscal resources. Recommends specific equipment and services that are needed to complete projects.				
Impact of Decisions:	Moderate responsibility for making recommendations or decisions which typically affect operations, services, individuals, or activities.				
Complexity:	Work is complex and varied and requires the selection and application of technical and detailed guidelines. A strong analytic ability is needed to gather and interpret data where results/answers can be found after analysis of several facts. Solutions can sometimes be found by using methods chosen before in other situations but many problems are unique and require unique solutions.				
Decision Making:	Supervision is present to establish and review broad objectives relative to basic position duties or departmental responsibilities. Independent judgment is required to study previously established, often partially relevant guidelines; plan for various interrelated activities; and coordinate such activities within a work unit or while completing a project.				
Problem Solving:	Problems are not easy to identify, but are similar to those seen before. Solving them requires judgment such as setting priorities, evaluating results, or researching problem resolution databases that may be available. Solutions can sometimes be found by using methods chosen before in similar situations.				
Communications with Others:	Requires regular contacts to carry out programs and to explain specialized technical issues, or occasional contacts with officials at higher levels on matters requiring cooperation, explanation, and persuasion. External communications with others is moderate. Requires extraordinary tact and courtesy in working with stressed customers.				
Supervision of Others:	Responsible for making recommendations within a department in the areas of compensation, staff selection, disciplinary action, complaints, project team performance appraisals, and similar supervisory duties. Plans, assigns, and evaluates the work of assigned subordinates or project team members.				
Job-Related Knowledge:	Requires extensive knowledge of a distinct trade or technical function. Knows policies and procedures, and can recommend a course of action based upon these guidelines, modifying existing methods, procedures, or forms as necessary. May work with software applications and retrieval of data.				
Innovation/ Creativity:	Work requires developing imaginative and complex methods, procedures, programs/scripts, or systems. This is an important part of the job and results generally affect a campus or the whole College.				
Working Conditions/ Physical Effort:	Intermittently sitting, standing, climbing, or stooping. Occasional lifting up to 25 lbs. Occasionally requires working beyond normal business hours.				