



## COMPUTER SUPPORT COORDINATOR

**JC:** IA115

**PG:** S14

**FLSA:** Non-Exempt

**BU:** 4 (SEIU)

**Created:** June 2001

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general direction, provides support and technical assistance to District computer users that require administrative and business services, particularly in the areas of local and wide area networks, and office automation; and performs related work as assigned.

### **CLASS CHARACTERISTICS**

The Computer Support Coordinator is responsible for the day-to-day operations of the Novell Netware and/or Microsoft Windows NT based LAN for the San Francisco Bay Area Rapid Transit District (BART). The Computer Support Coordinator may act as the team lead on specific assignments. The Computer Support Coordinator is expected to develop and maintain various administrative procedures, work closely with management, coordinate with other entities connected to the WAN and provide direct end user support in network access/use and standard office automation software as required.

As part of a support team, the Computer Support Coordinator uses working knowledge of the District's technical environment to assist the general computer user population. The scope of this assignment will include: working knowledge of hardware and software for personal computers and local/wide area networks, local/wide network design functions, communications equipment characteristics, employee training, and related work as assigned.

The work involves substantial contact with user department staff to ascertain system needs and provide user assistance. There is extensive involvement with specifying and ordering computer and network related products. This work requires substantial experience in dealing with vendors of computer/network related equipment and products. This class of work includes the entire life cycle of network systems from survey, to analysis, to design, implementation and maintenance. This class is distinguished from Computer Electronic Technicians in that the latter is responsible for computer hardware maintenance.

**EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Develops and maintains network management procedures such as: Electronic Mail Administration Procedures, End-User Network Data Storage Allocation Guidelines, Data Backup and Archive Procedures, Network Troubleshooting Guides, Network Problem Callout and Escalation Guidelines, etc.

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2. Controls security of computer-related equipment and provides protection of end user data integrity; maintains Asset Inventory & Utilization Database of all computer-related equipment.
3. Prepares and executes workstation relocation plans for workgroup moves.
4. Operates an Administrative computing Help Desk; coordinates responses to user help calls; monitors end-user help calls to receive, analyze and implement solution to requests for support from end users.
5. Maintains network resource location lists (Printer Locations/Corresponding Queues, Network Drive Locations and Uses, etc.).
6. Designs project automation plans including requirement analysis, evaluation of new hardware and software for applicability to project requirements, promotion of hardware/software standardization across user base.
7. Troubleshoots and resolves Administrative network problems including network communications routing, data access, printing and general administrative application areas.
8. Monitors the daily operations of the network.
9. Acts as project coordinator for projects as assigned.
10. Provides backup coverage for Computer Support Coordinators during scheduled days off, vacations, etc.
11. Keeps current on latest developments in hardware and software provided by manufacturers and prepares upgrade and migration plans to take advantage of technology advancements.
12. Prepares and executes desktop software migration strategies to replace major operating systems and/or application programs on a global basis.

### **QUALIFICATIONS:**

#### **Working knowledge of the following hardware:**

Compaq LAN Servers Modules	LAN Backup Tape Units Cabletron Hubs/Network Plotters
IBM Token Ring NICs	PCMCIA Network Adapters and Modems
Madge Token ring NICs	Cisco, Routers and Switches
Ethernet Adapters	CSU/DSU Modems
Laptop PCs	Standard 19" Equipment Racks and UPS
LAN Attached printers	Network Management Tools Desktop PCs

#### **Working knowledge of the following software:**

Novell Network 4. x and 5. X NOS	Novell NDS
Novell Managewise	Novell Multi-protocol Router Software

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Novell NetConnect

MS-DOS

Microsoft Office Professional Software

Microsoft Windows NT Server 4. x NOS

Windows NT work Station 4.x

Windows 9. x or greater

Novell GroupWise

Lotus Notes

Installation of Device and Printer Drivers Microsoft

Various Network Management Software

### **Skill in:**

- Providing end user technical support in the above products on an as-needed basis.
- Specifying new hardware and software compatible with the existing network.
- Developing, implementing and maintaining hardware/software security controls to protect computer related equipment and end user data from viruses, errant programs, unauthorized users, etc.
- Communicating with multiple client organizations (BART, BATC, SAMTRANS) simultaneously in the satisfaction of their differing computing needs/requirements.
- Providing regular report-outs to management on network operations and user issues.
- Reviewing hardware/software requisitions to ensure compliance with project automation plan and automation plan goals.
- Planning and anticipating network expansion/growth requirements.
- Coordinating, planning and executing network management operations in conjunction with other network administrators from WAN connected entities (BART, outside agencies, etc.).
- Planning and scheduling the work load of other Computer Support Coordinators to ensure user support commitments are achieved on assigned special projects such as server replacements, software installations, etc.

### **OTHER REQUIREMENTS:**

May be required to work overtime or off-hours to test hardware and software.

Must be available to provide emergency fixes when required.

### **MINIMUM REQUIREMENTS**

#### **Education:**

A Bachelor's degree in computer science, mathematics, business administration or a closely related field from an accredited college or university.

#### **Experience:**

Four (4) years of (full-time equivalent) verifiable experience in network administration, network management and Help Desk support, which has included significant experience in microcomputer applications and end-user interface and training.

#### **Substitution:**

Additional experience as outlined above may be substituted for the education on a year-for-year basis. Graduation from a four-year college is preferred.

### **WORKING CONDITIONS**

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**Environmental Conditions:**

Office environment; exposure to computers.

**Physical Conditions:**

May require maintaining physical condition necessary for sitting or standing for prolonged periods of time.

**BART EEO-1 Job Group:** 3500 – Professionals  
**Census Code:** 1050 – Computer Support Specialist  
**Safety Sensitive:** No