SENIOR COMPUTER SUPPORT COORDINATOR

JC: 000075
PG: S16
FLSA: Non-Exempt

BU: 04 (SEIU)
Created: March 2014

*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, workgroup and enterprise systems, office automation; and performs related work as assigned.

CLASS CHARACTERISTICS

The Senior Computer Support Coordinator (SCSC) is responsible for providing expert technical support, strategy, independent research and analysis for workgroup and enterprise systems in the focused areas of Enterprise Networking - packet routing and switching, network monitoring, tuning and management, infrastructure security; Network/Server Operating Systems (NOS) i.e. Windows, Novell/OES, Linux and Unix, Administration of Virtualization platforms for desktops and servers, server and operating systems security; and Enterprise application systems and environment support. As part of the support team, the SCSC will utilize in-depth knowledge on the technical environment to assist the general computer end user population including the areas of desktops, servers and networking technologies and software applications in workgroup and enterprise environments.

The work involves substantial contact with end user department staff to ascertain system needs and provide technical assistance. The Senior Computer Support Coordinator is distinguished from Computer Support Coordinator in that this class of work includes the entire life cycle of networked systems from survey, to analysis, to design, implementation and maintenance.

REPORTS TO

The Manager of Information Systems or his/her designee.

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

1. Under direction and guidance from IT Business Systems Operations Supervisor, Division Manager or Chief Information Officer , provide independent analysis and research on computer problem incidents, problems and requests affecting individual users and workgroups but focusing mainly on enterprise level solutions, standardization in hardware and software architecture to ensure scalability to accommodate future growth while maintaining compatibility/inter-operability with existing and legacy systems still in production use.

2. Develop maintain and update documentation and procedures for enterprise systems and enforce Office of the CIO policies, standards and procedures.

3. Provide full-time Primary Systems Administration for workgroup and enterprise systems for IP network, Storage Area Network, servers and infrastructure management application systems for physical and virtual environments, initiate and lead resolution of complex technical issues and problems in enterprise environments in timely manner.

4. Provide systems analysis, design, implementation, planning and administration at enterprise level i.e, multiple workgroups managed centrally using enterprise tools that pro-actively monitor large systems such as setting up alerts for enterprise systems.

5. Provide Subject Matter Expertise in the following areas: Desktop Deployment and Configuration Management, IP Network and Routing/Switching for wired and wireless network infrastructure, Storage Network and Back Up System, Servers/Network Operating Systems.

6. May be required lead of technical projects and teams through partial and/or all project phases: project initiation, development, implementation and Close-out phases, coordinate large technical and functional teams on CIO projects and implementations for enterprise systems as assigned.

7. Represent CIO on projects sponsored by other business departments.

8. May be required to mentor and train lower and equal level CSCs on projects.

QUALIFICATIONS

Knowledge of:
-   Configuring and maintaining the following hardware:
-   Desktops, Laptops and Other Endpoint Devices
-   Network Interface Cards and Wireless Adapters
-   Routers, Switches, Network Controllers and Wireless Access Points
-   Enterprise Backup Systems (tape and disk)
-   Standalone, Rack-mounted and Blade Servers
-   Local, Metropolitan and Wide Area Network
-   Copper and Fiber cabling
-   Power and Cooling Requirements for Data Center and equipment
-   Other Hardware as Needed
-   Configuring, using and supporting the following software and systems services:
-   Computer Operating Systems for Servers, Desktop/Laptops, such as DOS, Novell Open Enterprise Server (OES) and Apple operating systems for personal devices
-   Business Productivity Office Professional Applications
-   Enterprise Email (client and server)
-   Driver installation for peripherals i.e. printers, scanners
-   Manage Enterprise Backup Systems (tape and disk)
-   IT Service Management software for Help Desk
-   Configuration Management, Automated Software Distribution and Asset Inventory, Remote Control for PCs and other Devices
-   Network Performance Monitoring and Management
-   Antivirus software (client and server)

Skill in:
- Troubleshooting integration issues of enterprise systems
- Troubleshooting desktop/laptop/server hardware/software and network troubleshooting physical and virtualized network, server, storage and desktop environments
- Configuration, maintenance and troubleshooting enterprise systems configuration and operating systems i.e. Microsoft Windows, Novell, Linux and Unix
- IP networking in enterprise wired and wireless environments as well as enterprise systems configuration and operating systems
- Configuring and maintenance of complex enterprise systems including network routers, switches and controllers, blade servers, server clusters, storage area networks and systems management tools for enterprise, network, storage systems, configuration management and control in physical and virtualized environments.
- Technical concepts and technologies that Office of the CIO implements and to quickly design standards, procedures, performance metrics, strategies and methodologies for implementations that can be re-used for future projects and implementations.
- Leadership in defining complex enterprise issues/problems and implementing large-scale impact solutions.
- Developing approaches and strategies to minimize risk for systems implementations /migrations and develop /execute project plans for IT Projects and implementations for enterprise systems.
- Working well with others and provide excellent customer service.

MINIMUM QUALIFICATIONS:

Education
Bachelor's degree in Computer Science, Information Systems or a closely related field. Certifications in network and server engineering/administration and configuration are highly desirable.

Experience
Five years of (full-time equivalent) verifiable experience with increasing responsibilities and results in providing workgroup and enterprise solutions to medium-sized and large organizations in a highly complex IT environment. Responsibilities within these five years must include hands-on infrastructure systems design and administration include two (2) years of technical project management and/or lead experience.

Substitution
Additional experience as outlined above may be substituted for the education on a year-for-year basis. Bachelor's degree from an accredited four-year college is preferred.

WORKING CONDITIONS

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 Specialists
Safety Sensitive: No