Network System Coordinator - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:
- Is knowledgeable in the following hardware and software applications for a LAN/WAN Network configuration in a modern organization: Examples of hardware and software applications that the incumbent will need to work with are:

3270 Terminal Emulation's	Microsoft Office 97
Microsoft Windows 4.0 - 95 - NT	Ethernet and token rings
TCP/IP protocols	Cisco Routers, Bay networks, Nodes/hubs
Microsoft NT server	HP Synopic Hubs
Novell NetWare	Network Monitoring software
Norton Utilities Backup	VirusSafe
MCIF software interface	ALM software interface

- Knows the total configuration of the network and is able to purchase, install, and maintain all the applicable computer software programs and equipment using the programs.
- Knows how to define network needs, collect data, establish facts about operations, defects and computer glitches and purchase the correct hardware and software for the system.

QUALITY OF WORK:
- Maintains complete and accurate daily, weekly, monthly and other periodic records of LAN/WAN operation, ensures incidents of down-time are minimal, and demonstrates an appropriate sense of urgency in attending to the correction of operating problems.
- Updates LAN/WAN network procedures and manuals for users that establish, in writing, the standard methods and procedures for each appropriate function of the overall system.
- Analyzes and prepares written cost proposals for hardware and software, backup equipment and other purchases.
- Maintains a complete library record of purchases, machine malfunctions and repairs, necessary replacements and upgrades and emerging applications that would improve the network system.

QUANTITY OF WORK:
- Develops and maintains a library of software availability. Creates back up records and attends to the off site storage of back up tapes. Continuously updates purchase register and inventory register for all network software and hardware.
- Invests time and effort in becoming informed about new LAN/WAN applications – both hardware and software – and prepares recommendations and plans for the continuous updating of the system in harmony with the technology plans of the organization.
- Develops and maintains effective liaison between senior IT (Information Technology) management and the network employees to ensure consistency in application and approach.

DEPENDABILITY:
- Supports the standard for superior work ethic: Sound attitude, good behavior, responsible and accountable for work, for performance requirements and for the outcomes of work processes.
- Follows through; completes promised actions on time, and ensures that all steps have been properly completed before verifying completion of required job tasks and functions.
- Is punctual in returning telephone calls, answering mail, getting things done to expectations.
- Places highest priority on being available to customers to assist in customer service delivery and resolving difficult or complex situations in the most expedient time frame.