CLASS TITLE: NETWORK SPECIALIST II

BASIC FUNCTION:

Under the direction of the Network Services Supervisor, maintain, install and upgrade network servers, storage systems, backup solutions and network infrastructure.

DISTINGUISHING CHARACTERISTICS:

This series is designed for positions whose primary work involves the maintenance, installation and upgrading of network servers, storage systems and network infrastructure. The classification levels are distinguished by the scope and complexity of network systems work. The Network Specialist I provides user log-ons, maintains and controls information processing, runs reports for the mainframe, and updates job control statements. The Network Specialist II class maintains, installs and upgrades network servers, storage systems, back-up solutions and network infrastructure. The Network Specialist III leads other network staff in problem resolution, telecommunications, network configurations and special projects involving the network infrastructure.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Maintain, install and upgrade network servers, storage systems and network infrastructure; maintain SAN storage and SNAP backups.

Install and maintain network switches, routers and related hardware; install and test new network hardware and software.

Monitor and troubleshoot network performance issues; back-up and restore server; install patches and upgrades as necessary.

Monitor e-mail system; implement rule changes and configure relays.

Maintain network security by applying switch, router and server security patches using anti-virus upgrades and updates.

Install and test new network hardware and software including operating systems, routers and switches.

Maintain contact with departments campus-wide to resolve network system issues.

OTHER DUTIES:
Perform related duties as assigned.

February 2014
Ewing Consulting Services
KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Personal computer and server hardware.
Network operating systems applicable to College’s specific network requirements.
Switching and routing hardware and software and related protocols.
Network configuration, installation and maintenance.
E-mail systems and related protocols.
Various software applications including word processing, spreadsheets, database management, telecommunications and graphics programs.
Data security standards and practices.
Software approved for College use.
Network troubleshooting procedures.
Systems management processes for backup.
Interpersonal skills including tact, patience and courtesy.
Record-keeping techniques.
Oral and written communication skills.
Technical aspects of field of specialty.

ABILITY TO:
Install, administer, troubleshoot and repair server hardware and software.
Repair network switches, routers and wiring closets.
Create and maintain accurate network documentation.
Communicate and work closely with faculty, staff and management.
Maintain network security.
Operate LANs, microcomputers and peripheral equipment.
Respond to user requests for assistance and malfunction correction and provide technical support.
Establish and maintain cooperative and effective working relationships with others.
Input data at an acceptable rate of speed.
Plan and organize work.
Prepare and maintain records related to assigned activities.
Communicate effectively both orally and in writing.
Read, interpret and apply detailed and technical written and oral instructions.
Work independently with little direction.
Meet schedules and time lines.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: associate’s degree in computer science or related field and three years experience in network repair or related field.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver’s license.
WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Lifting, carrying, pushing or pulling moderately heavy objects.
Seeing to view a computer monitor and read a variety of materials.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.