CLASS TITLE: NETWORK SPECIALIST III

BASIC FUNCTION:

Under the direction of the Network Services Supervisor, provide work direction and guidance to the network staff involved in network administration and repair; design network configurations to meet College-wide data needs; select and distribute new or upgraded software; plan and implement security devices; monitor and maintain technical telecommunications networks.

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:

Provide work direction and guidance to other network administration staff and perform troubleshooting and repair involving complex network devices; provide training to other network services and technology support staff.

Monitor, maintain and install the telecommunications systems College-wide; oversee the configuration of telecommunications line; maintain related documentation and records.

Evaluate, select and distribute new or upgraded software; assure consistency of operations with desktop standards.

Perform on-going needs analysis for network and communications infrastructure and capacities.

Perform and lead special projects including network planning, design and infrastructure analysis.

Design, install, operate and troubleshoot network hardware, cabling, servers and software; install network servers and other devises; maintain network security; develop network architecture and infrastructure to support applications.

Plan and implement security devices; review log files from various security devices; adjust devices as necessary using editing software; analyze suspicious network activity; maintain virus protection.
Interact with technical services staff to discuss hardware and software malfunctions and determine appropriate course of action; prioritize identified problems and track their resolution.

Maintain current and accurate technical documentation for assigned activities; develop and enforce standards for technical documentation.

Back up and restore server data.

OTHER DUTIES:
Maintain current knowledge of telecommunications technology and trends.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Network management software.
Network hardware and software configuration, troubleshooting and maintenance.
Network operating systems.
Microcomputers, terminals, file servers and related equipment.
Federal and State telecommunications laws and regulations.
Network protocols covering hardware and software.
Principles and practices of training and providing work direction to others.
Various software applications including word processing, spreadsheets, database management, telecommunications and graphics programs.
Data security standards and practices.
Software approved for College use.
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:
Design, install, operate and troubleshoot network hardware, cabling, servers and software.
Evaluate, select and distribute new software.
Monitor and troubleshoot telecommunications systems and devices.
Plan and implement security devices and monitor suspicious network activity.
Coordinate with District information systems and user support personnel to assure that information systems operational and technical needs of District staff are met in a timely and professional manner.
Train and provide work direction to assigned staff.
Create and maintain accurate network documentation.
Communicate and work closely with faculty, staff and management.
Maintain network security.
Operate LANs, microcomputers and peripheral equipment.

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Ewing Consulting Services
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 five years experience in a network services or support function.

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.