

Position: Network Specialist	Salary Grade: 27
Department: Information Technology	FLSA: Non-exempt

BASIC FUNCTION:

Under the direction of an assigned supervisor, the Network Specialist plans, administers, and maintains all components of the local area and wide area networks governing the data communications among personal computers. This includes computer networks, mail and note systems, and telecommunications for computers and servers. Plans and designs the implementation of the network infrastructure including hardware/software recommendations. Oversees technical support and help functions that relate to networks, security, redundancy, and connectivity.

REPRESENTATIVE DUTIES:

The following duties are typical for this classification.

- Designs computer networks that integrate data communications to, from, and within the College. Develops specifications and functional requirements for networks including those for administrative and institutional use.
- Administers, implements, and maintains the network including operations planning and design, work order generation, moves, adds, changes, fault prediction, trouble detection/correction, traffic measurement, circuit analysis, path testing, and general maintenance.
- Directs and configures, installs, and maintains directory structures, security, and applications software. Survey users to determine the common applications and variety of software.
- Perform a variety of functions related to the development, implementation and maintenance of district non- instructional web sites.
- Coordinates, installs, and configures all network users, e.g., computers, printers, modems, cabling, peripheral communications equipment, servers, routers, and hubs.
- Coordinates, allocates, and monitors memory usage of the network, network printing, and network technical resources.
- Researches, determines, defines, and proposes changes and upgrades to network infrastructure, operating systems, and applications.
- Diagnose and resolve complex network hardware and operations problems, including connectivity, internet access, email, and file servers. Works with staff, vendors, and independent contractors to identify and resolve problems.

- Ensures proper installation and configures the full range of network, Ethernet, Fiber- optic and mainframe devices. Installs and configures computers.
- Oversees the planning and design of networks. Monitor new network installations.
- Facilitates processes that lead to recommendations on hardware and software products to be used on networked servers.
- Establishes protocols and procedural controls for operation of the network systems.
- Performs daily backup to the network servers.
- Participate with applications developers and programmers as necessary to design custom programs and access.
- Responds to help desk tickets, incoming calls, walk-ins, and emails regarding network systems related hardware and software problems and provides follow-up support.
- Monitors security tools to reduce the risk of a security breach and improve efficiency of the network security infrastructure. Troubleshoots malware, ransomware, phishing, and other viruses. Conducts IT security training to employees and students.
- Performs other job-related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Computer based local and wide area networks.
- Network operations through multiple servers.
- Integration of data and tele- communications.
- Principles and practices of data processing and systems administration.
- Network components.
- Basic programming.
- Network troubleshooting and diagnostic techniques.
- Project management, asset management, and change control processes.
- Research techniques to solve technical problems.
- Interpersonal skills using tact, patience, and courtesy.
- District organization, operations, policies and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Plan, design, organize, and implement a network with multiple servers.
- Analyze and evaluate the needs of users and develop solutions.
- Install, configure, maintain and troubleshoot equipment, systems and programs.

- Create various data types for use in web pages.
- Configure, maintain, and troubleshoot a variety of web server systems.
- Maintain web security.
- Develop programs and systems.
- Prepare and maintain maintenance and repair records, and reports.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction.
- Communicate effectively both orally and in writing.
- Use customer service and telephone skills.
- Meet deadlines and work under pressure.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: A bachelor's degree in computer science or a related field plus three (3) years of related experience or equivalent combination of education and experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing a computer monitor.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Board Approved: October 16, 2024