Network Systems Specialist

JOB SUMMARY:

Under general direction of the Director, Information Technology, assists in the planning, designing, implementation, and coordination of the activities, operations, and duties in support of the District's Information Technology network; provides technical assistance to system users for computer and network related issues; assist in the monitoring of network systems ensuring performance and reliability standards are met.

CLASS CHARACTERISTICS:

This is a journey-level classification in the Network/Communication Series performing Information Technology support services for the District. The incumbent is responsible for assisting the Network Manager with installing, maintaining, and updating computer and network systems and software. The incumbent works closely with the Network Systems Manager and Director of Information Technology to assist in evaluating and analyzing the technological needs of the District.

REPRESENTATIVE DUTIES:

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

Essential Duties:
- Assist Network Manager in routine network maintenance, administration, and updates of the District's servers, including administering security procedures, establishing and maintaining user accounts, and assigning file permissions;
- Assist Network Manager in supporting network management programs.
- Assist in managing network architecture topology including: Local Area Network (LAN) and Wide Area Network (WAN) technologies;
- Install, inspect, test, troubleshoot, repair, maintain, and service a variety of personal computer hardware, tablets, software, telecommunication, computer network and related peripheral equipment;
- Routinely maintain, troubleshoot, and update networks, systems, and applications to prevent potential malfunctions and security threats;
- Assist with the installation, implementation, and upgrades of District software packages by planning, organizing, scheduling, and meeting with vendors, and other agencies;
- Assist in and/or install, configure, test, and update user application functionality and network connectivity; provide users application tools, guides, procedures and rules;
- Assist and ensure network optimally meets the defined service levels and is appropriately integrated for access with other District network systems;

- Research, review, and recommend software and hardware configurations and policy strategies as it relates to District plans and objectives;
- Collaborate with vendors to schedule equipment delivery, maintenance, facilitate end-user communication, and identify future solutions and software acquisitions;
- Assist in the monitoring of network systems traffic to ensure the networks are routed efficiently;
- Monitor, maintain and update ticket system of timely and efficient delivery of IT services.

Other Related Duties:
- May assist in analyzing network and technology device usage;
- Make cost-effective and secure recommendations to the Network Manager for new and replacement devices and network designs;
- Assist Network Manager in the development, updating, and maintaining user manuals, databases, and documents pertaining to network services, websites, procedures, and protocols;
- May train others in the operations and maintenance of equipment and software.

SUPERVISION:
Receives general supervision from the Director, Information Technology. May provide technological guidance and direction to subordinate positions. May coordinate the work of outside contractors providing required services.

MINIMUM QUALIFICATIONS:

Knowledge of:
- Modern and future practices, terminology and principals of networking and information technology;
- Network architectures and basic theory and principles of network design and integration, including topologies and protocols;
- Project coordination and planning;
- Business office telephone techniques and etiquette;
- English usage, spelling, grammar and punctuation;
- Methods of analyzing systems, procedures, and workflows;
- Network systems hardware and software management;
- Firewall protection software and programs;
- Local Area Network (LAN) and Wide Area Network (WAN) principles and operations.

Ability to:
- Troubleshoot and resolve hardware, software, and connectivity problems;
- Establish and maintain effective interpersonal relationships and effectively communicate using tact, patience and courtesy in a manner that reflects positively on the District;
- Effectively plan, organize and prioritize work of self and coordinate the work of others as assigned to successfully meet deadlines;
- Prepare clear, concise, and accurate reports and other documentation;
- Understand and carry out oral and written instructions;
- Troubleshoot and analyze issues, create plans of action and reach solutions;

- Work confidentially and with discretion;
- Understand, be sensitive to and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, parents, teachers, administration and staff.

EMPLOYMENT STANDARDS:

Education:
- Bachelor's degree in Computer Science, Information Technology, Computer Engineering or related field from an accredited university.

Experience:
- Three (3) years of increasingly responsible experience in design, development and support of a large network.

Licenses Required:
- Possess and maintain a valid and appropriate California Driver License.

PHYSICAL DEMANDS, WORKING ENVIRONMENT, AND HAZARDS:

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:
This job operates in an office environment, predominately seated. This role routinely uses standard office equipment including computers, network servers, phones, filing cabinets, and fax machines. The noise level can vary depending upon daily activity but will remain within moderate noise level range. The incumbent has direct and indirect contact with public, other district staff and vendors; frequently works without guidance from immediate supervisor. The position requires working with high volume, tight deadlines, and being subject to frequent interruptions. May be subject to potential electrical shock.

Physical Demands:
While performing the duties of this job, the position is continuously required to sit for long periods of time. The position frequently requires the use of repetitive motions of the wrists, hands and fingers. The incumbent frequently walk, talk, and hear while performing network system maintenance and troubleshooting of software and hardware equipment. The work involves light to moderate physical efforts; frequently exert up to 20 pounds of force to lift, carry, and pull equipment and wiring; may occasionally exert more to 50 pounds of force to lift, push, or carry equipment. This position requires near visual acuity sufficient to use a computer screen.

SALARY RANGE
Range 47
Classified Bargaining Unit

New job classification and description approved by Personnel Commission: 7/12/18