



SYSTEM NETWORK SPECIALIST

Classification Summary

The System Network Specialist is responsible for troubleshooting, diagnosing and offering repair instructions remotely, as well as in person to calls and e-mails from users of the network. The specialist monitors network access for bottlenecks, security threats or problems with connectivity and configures and maintains security devices to ensure the safety of the District's software, systems and data; assists in overseeing the server room operation and environment; and provides technical support to the district and other site staff. The job of the Systems Network Specialist is done for the purpose of installing, securing, repairing and maintaining District-wide LAN, WLAN and WAN applications, file/database and WebServers; firewalls, wireless security and desktop security; ensuring data and network security; managing user access and maintaining related records.

Supervisory Relationship

This position reports to the Network Services Manager.

Essential Functions

- Administers systems and servers related to district LAN and WAN (e.g. email systems, accounts, print queue, workstation ID, IP assignments, computer labs, classroom computers, VOIP, network, security, antivirus, spyware, etc.) for the purpose of ensuring availability of services to authorized users.
- Assists in overseeing the organization and operation of network operations room (e.g. monitoring temperature, organizing materials, ensuring availability of materials, etc.) for the purpose of ensuring efficient operations.
- Installs network (client and server) software on a variety of platforms (e.g. service packs, application software, operating software, hardware upgrades, etc.) for the purpose of upgrading and maintaining District WAN/LAN and telecommunication systems.
- Maintains network operations and software applications (e.g. servers – file, print, application, WEB, database, proxy, etc.), operating systems, district wide server backup, routine maintenance programs, etc.) for the purpose of ensuring efficient operations.
- Maintains wireless network (WLAN) for the purpose of ensuring efficient operations.
- Manages project migrations for hardware/software systems for the purpose of ensuring efficient operations.
- Prepares written materials (e.g. procedures, system level documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Researches trends, products, equipment, tests, etc. for the purpose of recommending procedures and/or purchases.

- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance and support.
- Supports other specialists and Technology Support Specialists (TSS) for the purpose of providing direction and/or solving technical problems.
- Troubleshoots malfunctions of network hardware and/or software applications within the District's local and wide area networks, telephones and security systems (e.g. servers, hubs, routers, network protocols, etc.) for the purpose of resolving operational issues and restoring services.
- Assists other personnel as may be required for the purpose of contributing to the efficiency and effectiveness of the work unit.
- Works under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating work through others; and operating within a defined budget.
- Is part of a team and is expected to collaborate in a cooperative and respectful manner.

Required Knowledge, Skills and Abilities

- Technical skills are required to perform multiple, technical tasks with a need to routinely upgrade skills in order to meet rapid changes within the technology industry.
- Technical skills required in order to utilize pertinent network, applications, operating system monitoring and troubleshooting software; adhering to safety practices; planning and managing projects; and preparing and maintaining accurate records.
- Ability to conduct analysis of Ethernet packets and traffic flows and a strong understanding of wireless networks.
- Knowledge of VOIP installations, configuration, management and troubleshooting.
- Knowledge of or ability to gain knowledge of public agency purchasing policies and procedures.
- Knowledge is required to read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions.
- Specific knowledge required on current, legacy and emerging operating systems; environments and network protocols; router configurations; Inter/Intranet applications; and concepts of grammar and punctuation.
- Ability is required to schedule activities and/or meetings; gather and/or collate data; and consider a number of factors when using equipment.
- Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilizes equipment under a variety of conditions for multiple purposes.
- Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a wide variety of types of job-related equipment.

In working with others, problem solving is required to analyze issues and create action plans.

- Problem solving with data may require independent interpretation; and problem solving with equipment is moderate to significant.
- Ability is required to establish effective relationships; being attentive to detail; communicating with diverse groups; and conveying technical information to non-technical audiences.

Minimum Qualifications

Education

- Associate degree in computer science, or professional certifications (i.e. CompTIA's Network+ or Security+ credentials) and advanced-level certifications, such as Microsoft's Certified Technology Specialist or Cisco's Certified Network Professional. **OR**
- Related field or any equivalent combination of education and experience that would provide the above noted knowledge, skills and abilities. Approval is required by Human Resources.
- Valid driver's license required.

Experience

Three years of experience in networking security planning, implementation and management.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. The job is performed under a generally hazard free environment.

ADDITIONAL INFORMATION	
Employee Unit	4JA – Professional 12-month Contract
Pay Grade	Grade 6
Developed by	Dr. Celia Feres-Johnson, <i>Director of Human Resources</i>
Approved by	Dr. Celia Feres-Johnson – <i>Director of Human Resources</i> Scott Ehert, <i>Technical Support Services Supervisor</i>
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