CLASS TITLE: NETWORK SPECIALIST II   **RANGE 41**

SUMMARY:

Under the direction of an assigned supervisor, performs a wide variety of highly specialized, technical support in the design, installation, and maintenance of computer/communications networks and devices, network topology, computer hardware and software in local and wide area networks, including Internet/Intranet, throughout the District. Supports Windows, Macintosh, and UNIX systems. Work with project teams comprised of faculty, administrators, staff and student workers.

ESSENTIAL FUNCTIONS:

Provide instruction and assistance to faculty and staff, and may oversee the daily operation of instructional computer labs.

Thoroughly document assigned tasks performed and prepare required reports.

Test, troubleshoot, and perform adjustments to a variety of equipment including, but not limited to, desktop computers, peripherals, and network/telecommunications equipment which may include servers, routers, switches and other related equipment.

Install, troubleshoot, and maintain a variety of application, Internet/Intranet, and network/telecommunications software on workstations, telecommunications/network devices and file servers.

Maintain network system security, virus detection and eradication, batch/script files, and diagnostic software on the network and communications equipment.

Maintain secure network system backup and restore procedures, including secure offsite storage of backup media.

Monitor and optimize network performance and utilization.

Maximize system security with software tools and physical security devices.

Perform analysis of data for interpretation and use to solve complex problems.

Communicate and work with administrators, faculty, staff, students, and vendors District-wide.

Work with vendors in providing installation, support, and maintenance and in solving technical problems.

Design and implement computer labs, including software and network configuration.

Establish computer lab cloning methodologies.

Evaluate hardware, software and networking equipment, determine needs and make recommendations.

Design network topology including hardware, software, LAN/WAN, Internet/Intranet components.

Ensure desktop computer and network security.

Manage application software configuration and ensure proper licensed use.

Comply with District policy concerning copyright laws.

Recruit, hire, train, schedule, and direct student workers as needed. Work with project teams consisting of student workers, faculty, department chairs, and lab technicians.

Monitor necessary supplies, and computer, network and communications equipment parts.

Participate on college committees; attend regular District-wide technical support meetings and associated team meetings.

Maintain a clean and safe environment including offices, classrooms and storage areas; assure compliance with established safety procedures and regulations.

Maintain currency of qualifications for area of assignment.

SECONDARY FUNCTIONS:

Coordinate warranty and major repairs according to District policy.

Operate a variety of tools including network management systems, fiber/copper/cable testers, ladders, drills, and other hand and power tools.

Monitor, install, and support telecommunications systems, and maintain voice-mail systems.

Provide after-hours support including on-call and on-call-on site response.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Accessibility software, hardware, issues for students with disabilities, including the web, applications software, operating systems, physical access to labs, physical access/use of technology.

Principles, practices, procedures, and protocols to support computers, computer laboratories, and computer networking and telecommunications.

Capabilities and limits of computer equipment and software.

Extensive knowledge of LAN/WAN topology, protocol, security and specifications.

Knowledge of communications and security equipment installation, programming, support, maintenance and specifications, including technical understanding of digital electronics and hardware diagnostics.

Safety regulations involving computers and other electrical equipment.

Working knowledge of several programming languages, HTML, operating systems, application software including Office, browser/email and graphics software, batch/script file systems, and menuing languages.

English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

Install personal computers and communications systems, peripheral equipment, network systems and equipment, and appropriate cabling hubs, switches and routers.

Design and implement secure and accessible networked computer systems and related equipment.

Monitor and administer telecommunications systems.

Identify and resolve network performance and security issues.

Perform Windows, Macintosh, and UNIX, networking software and operating systems hardware and software installations.

Work from and maintain drawings, specifications, plans, and charts.

Prepare and maintain a variety of records and reports.

Work independently with little direction to creatively solve problems; plan and organize work to meet schedules, timelines and deadlines.

Understand and follow oral and written directions.

Lift objects weighing up to 50 pounds.

Establish and maintain cooperative and effective working relationships with department staff and user community; communicate with a diverse user base, including students with disabilities.

EDUCATION:

Any combination of training and experience equivalent to at least four years of successful work experience in the field of computer science or satisfactory completion of 15 semester units of courses related to Computer Science.

EXPERIENCE:

Increasingly responsible work experience in the field of computer science. At least one year of the work experience should be in network management/support. Network Engineer or Network Administrator Certification preferred.

WORKING CONDITIONS:

Lift heavy objects (laser printers, monitors, hardware, etc) up to 50 lbs. Climbing and manual dexterity required for cabling and installing electronic components. Potential electrical hazards exist if precautions are not observed. Working hours will vary to include evenings and weekends to meet the need for handling off-shift and on-call assignments.

Est. 7/95
Rev. 11/01
Rev. 1/04
Rev. 4/05