

ASSOCIATE NETWORK SPECIALIST
(BOCES #2)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of a higher level technical position, this technical support position assists in the planning, installation and maintenance of local and/or wide area (LAN/WAN) networks and their operating systems in user school districts. These networks are specific to Apple, Citrix, Microsoft, and Novell. Work is performed under limited supervision and the incumbent is expected to exercise independent judgment. The incumbent is required to work with user district personnel to facilitate all district local and/or wide area (LAN/WAN) network services provided by BOCES and to communicate with district personnel.

EXAMPLES OF WORK: (Illustrative Only)

Installation Services:

Works with Network Specialists to perform technical troubleshooting during the installation of local area network hardware and software including: computer workstations, network interface adapters (device that allows compatibility between different equipment), communication adapters, modems, computer file servers, network operating systems, menuing systems, Computer-Managed Instruction (CMI) systems;

Installs and Supports Network Software:

Responsible for the installation of local area network operating system software and training of Network Specialists in this area;

Provides leadership to Network Specialists for installation of application software;

Works with Senior Network Specialist to provide for support for third party software vendors and ILS (Integrated Learning System) providers;

Support Services:

Interfaces with district personnel to facilitate services being provided to their district in the network environment;

Provides team leadership to the Network Specialists assigned to various districts for the troubleshooting of hardware and software conflicts and problems;

Analyzes district problem areas and makes suggestions for improvements, upgrades and enhancements;

Provides advanced troubleshooting and support of local and or wide area (LAN/WAN) connectivity;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Provides networked switching configurations and upgrades;

Evaluates district requested configuration or application changes and works with the Senior Network Specialists to determine feasibility and/or suitability;

Researches and evaluates new LAN technologies and attends training sessions as scheduled;

Trains Network Specialists in the use of network hardware/software as required.

May be responsible for leading a team and providing technical management and guidance for lower level network titles;

Assists Senior Network Specialists or other staff in the configuration, installation, and maintenance of wide area networks (WANS) as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles, practices and procedures involved with local area networks (LANs); thorough knowledge of the various applications and other software required to maintain the LAN operating systems; thorough knowledge of network wiring/cabling for the purpose of connecting personal computers to the network; thorough knowledge of LAN systems configuration; basic knowledge of the principles, practices, procedures, and concepts involved with wide area networks (WAN) including routers, switches, and modems; basic knowledge of WAN system configurations; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to communicate effectively both orally and in writing; ability to maintain effective working relationships with school district personnel; ability to effectively provide direction to Network Specialists in the performance of their duties; ability to identify and resolve user problems over the phone when possible; willingness to travel to different work sites; initiative; patience; tact; sound judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and four (4) years experience installing, operating, and maintaining local area networks (LAN) and/or wide area networks (WAN).

SUBSTITUTION #1: Satisfactory completion of 30 college credits* towards a degree in Computer Science, Information Technology, or a closely related field may be substituted on a year for year basis for up to two (2) years of the work experience described above.

*NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post secondary degree granting institution.

SUBSTITUTION #2: Current/active certification as a Certified Network Engineer, i.e., CNE from Novell, a CCNA from Cisco, or a Microsoft Certified Engineer (MCE) from Microsoft, may be substituted for six (6) months of the required experience.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid license to operate a motor vehicle in the State of New York.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:
In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.