

NETWORK SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of a higher level technical employee or school district administrator, this technical support position installs and maintains local and/or wide area (LAN and/or WAN) computer networks, ancillary equipment (i.e. printers, work stations, personal data assistants, etc.) and their operating systems, such as Apple, Citrix, Microsoft, and Novell Networks, in user school districts or within a school district. Work is performed under general supervision and incumbent is expected to exercise independent judgment. The incumbent is required to respond to service calls from user districts or from buildings throughout a school district. Whenever possible, the incumbent troubleshoots problems over the phone before traveling to site. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Installation Services:

Cables, configures and installs local and/or wide area network (LAN/WAN) hardware and software including: computer workstations, e-mail servers, file servers, network operating systems, menu systems, Student Information Systems, Financial Information Systems, Computer-Managed Instruction (CMI) systems, Wireless connection devices;

Installs and supports approved third party local area network software and ILS (Integrated Learning Systems) providers;

Provides on-site coordination and support for sub-contractors (e.g. sub-contractors would handle building-wide wiring for computer installation, while incumbent wires one room only);

Support Services:

Troubleshoots local and/or wide area (LAN/WAN) hardware and software conflicts and problems;

Responsible for the support and maintenance of network operating systems;

Provides requested or required upgrades and patches;

Provides requested or required configuration changes to local area networks;

Provides networked switching configurations and upgrades to LAN/WAN networks;

Maintains and operates required data backup software;

Maintains and operates required Anti-Virus software;

Maintains workflow in a recorded Helpdesk Database application;

EXAMPLES OF WORK: (Illustrative Only)

Responsible for the support and troubleshooting of LAN and/or WAN connectivity

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

May do some training of users in the use of hardware/software in the course of a service call; appraises training staff of further training needs in district;

Assists Associate Network Specialists, Senior Network Specialists and other staff in the installation and maintenance of wide area networks (WANs) as needed;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the principles, practices, and procedures involved with local area networks (LANs); good knowledge of the various applications and other software required to maintain LAN operating systems; good knowledge of Microsoft desktop operating systems, Novell Networks, Microsoft Networks, Citrix Networks; good knowledge of LAN systems configuration; basic knowledge of wiring for the purposes of connecting personal computers to the network; basic knowledge of the principles, practices, procedures, and concepts involved with wide area networks (WANs) including routers, switches, and modems; basic knowledge of WAN system configurations; ability to analyze and resolve LAN systems software problems;; ability to install, monitor, and maintain LAN systems software products; ability to identify and resolve user problems over the phone when possible; ability to maintain effective working relationships with school district personnel; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; ability to communicate effectively both orally and in writing; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; 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 two (2) years of 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 for one (1) year of the work experience described above.

SUBSTITUTION #2: Current/active certification as a Cisco Certified Network Associate (CCNA) for switching and routing or wireless, certification on the current Windows Server Operating System (or version immediately preceding) from a Microsoft authorized training center, or certification on LINUX may be substituted for six (6) months of the required experience.

NOTE #1: 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.

*NOTE #2: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid license, appropriate for the vehicle to be operated and issued by the New York State Department of Motor Vehicles. The appointing authority is responsible for verifying and ensuring that the candidate meets these conditions at time of appointment and throughout the course of employment.

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.