

NETWORK SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is technical work which involves computer and networking systems. Responsibilities include technical support and assistance in the installation and maintenance of Local Area Network (LAN) components, end-user support services, and basic network administration activities including diagnosis and resolution of end-user network problems, as well as routine backup. Additional duties include assisting in the installation, modification and maintenance of a variety of computer hardware, software and peripheral components. Work also involves some training of end users, and may involve technical support and training relative to computer lab. Additionally, an incumbent may be assigned to assist with other information technologies, such as closed-circuit television or other audio-visual systems. Supervision of others is not a responsibility of this position. Work is performed under direct supervision with limited leeway allowed for the exercise of independent judgment in carrying out details of the work. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in the cabling, configuring, installation and ongoing maintenance and repair of local and/or wide area network (LAN/WAN) hardware and software;

Assists with the diagnosis, troubleshooting, and if possible, repair of computer problems relating to software packages, basic hardware issues, security and password problems;

Answers questions and problems involving computer hardware, connectivity, software and peripheral equipment associated with the computer system or refers such questions to the appropriate person;

Assists with installation and configuring of desktop and laptop PCs and peripheral equipment to domains/LANS;

Assists with installation, configuring and maintaining of desktop and laptop PC hardware, software, associated computer operating systems and peripheral equipment;

Assist with the diagnosis, troubleshooting and, if possible, repair of desktop and laptop PC hardware, software, associated computer operating systems and peripheral equipment, or, when necessary, assists with arrangements for repair by service providers;

Assists in monitoring and overseeing the daily performance of computer and network systems;

Develops and implements preventive maintenance schedules, and conducts computer diagnostics to investigate, troubleshoot and resolve problems with computer and network systems and individual computers;

Assists in testing and evaluating new computer hardware, associated operating system software and peripheral equipment;

Assists in studying technical problems and recommending solutions;

Uses computers and software for word processing, data management, etc.;

May instruct or train staff or students in the proper use of hardware and software, either on a one-to-one or group basis;

May assist in ordering and maintaining inventory of related supplies;

Performs related functions as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

NETWORK SPECIALIST (cont'd)

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: 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 DOS and computer operating systems; good knowledge of LAN systems configuration; basic knowledge of wiring for the purposes of connecting personal computers to the network; good technical aptitude and ability stay current with changes in technology; ability to 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 understand and follow oral and written instructions; ability to establish and maintain effective working relationships; initiative; tact; sound judgment.

MINIMUM QUALIFICATIONS: Either

- a) Bachelors degree in computer science or related field and six (6) months of experience in computer technology, business, education, or related field which must have involved installing and maintaining local area networks, system or program design, help desk activities, hardware/software troubleshooting, support, repair, or related computer technology activities; or
- b) Associates degree in computer science or related field and one (1) year of experience in computer technology, business, education, or related field which must have involved installing and maintaining local area networks, system or program design, help desk activities, hardware/software troubleshooting, support, repair, or related computer technology activities; or
- c) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience in computer technology, business, education, or related field which must have involved installing and maintaining local area networks, system or program design, help desk activities, hardware/software troubleshooting, support, repair, or related computer technology activities; or
- d) An equivalent combination of education and experience as described in a), b) and c) above.

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

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

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.