NETWORK SPECIALIST

Location: Tioga County Information Technology, School Districts
Classification: Competitive
Salary: County – CSEA, Grade XI; Schools – Vary by location
Adopted: 6/98; Revised 7/99, 9/01, 3/02, 5/09, 01/20 Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: This is technical work involving the development, maintenance and operation of local and wide area computer networks. The position may be located within a county department or school district. The work includes the configuration and maintenance of end user software, both independently and in relation to the computer network. The incumbent will assist in researching hardware needs, compatibility and the installation and maintenance of the network hardware. The incumbent works under general supervision, with considerable leeway allowed for the exercise of independent judgment. Although supervision is not a primary function, the incumbent may provide technical oversight to those involved in network maintenance. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Supports in the design, installation and operation of computer networks and communications;
- Manages file servers, print servers, network peripherals and server based software to assure system functionality, compatibility and effective resource sharing;
- Installs and maintains network computer hardware and software, with proper cabling and connections to ensure entire system is operational;
- Installs, configures and operates various enduser software for compatibility with network hardware;
- Develops, administers and monitors various network security systems;
- Develops and documents operational procedures, network diagrams and other related records;
- Monitors and maintains network and software systems in performing trouble shooting and resolution to associated problems;
- Assists in evaluating, researching and recommending computer hardware and software to support the network system and various end user needs;
- Analyzes computer processing requirements to plan a system that will provide capabilities required for projected workloads;
- Responsible for backup and restores network servers;
- Provides reports, including network utilization statistics, to the appropriate boards and committees;
- Acts as a liaison between departments, offices and other users regarding data communications and technical networking issues;
- Assists in training end users and providing Help Desk support for software and networking issues;
- Assist in the management and support of a wireless infrastructure;
- May support workstation installed MIS for financial or personnel related software;
- May support management in the gathering of financial and personnel data for appropriate MIS applications;
- May assist with the operational budget for the networks and their activities;
- May assist with proposals to help improve work flow including cost estimate for systems;

- May provide training to other department staff and/or assist first level troubleshooting personnel with workstation software and hardware issues;
- May establish and maintain inventory of applications, equipment and supplies;
- May repair microcomputers as needed;
- Attends relevant seminars and conferences as necessary.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Good knowledge of local and wide area network systems such as: Novell Netware 6.X or better, OES2 (Linux), Windows Server 2003 or better, Zenworks; good knowledge of computer network hardware, protocols, drivers and peripheral equipment; good knowledge of systems analysis principles, techniques, and concepts as they apply to network design and operation; technical knowledge of computer hardware and software, including its capabilities and applications; good knowledge of computer communications protocols and operating systems, including MS-DOS and Windows; computer literacy; ability to configure work stations and local and wide area networks; ability to establish effective working relationships with others; analytical ability; ability to communicate effectively both orally and in writing; ability to train others in the use of personal computers, including hardware and software; initiative; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either):

a. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Computer Science, Computer Information Systems or Technology or closely related field and six (6) months full-time experience or its part-time equivalent in administration, installation, support or maintenance of network systems; **OR**

b. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science, Computer Information Systems or Technology or closely related field and one (1) year of full-time work experience or its part-time equivalent as described above; **OR**

c. Graduation from high school or possession of a high school equivalency diploma with a certification from a vocational or technical institution in a field designed to train individuals in network installation and administration and two (2) years of full-time work experience or its part-time equivalent described above; **OR**

d. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time work experience or its part-time equivalent as described above; **OR**

e. An equivalent combination of training and experience as defined by the limits of (a), (b) or (c) above.