CLASS TITLE: NETWORK SYSTEMS SPECIALIST

BASIC FUNCTION:
Under the general direction of the Chief Information Systems Officer, serves as the District's primary source for information, consultation and recommendations on all telecommunication, wireless, video conferencing, and security matters related to network performance, utilization, installation, maintenance and security This includes checking server logs, scrutinizing network traffic, establishing and updating virus scan, and trouble shooting. The incumbent will also participate in analyzing and resolving vulnerability issues using timely and accurate methods and will conduct user activity audits as necessary.

DISTINGUISHING CHARACTERISTICS
This classification is distinguished from the Network Systems Analyst level by the scope and complexity of assigned responsibility and independence of action. Incumbents in the Network Systems Specialist classification will be assigned independent projects within their scope of authority and will provide assistance to and work closely with Network Systems Analysts, assuming increasingly complex duties and projects as their knowledge base increases.

REPRESENTATIVE DUTIES:
Design, program, install, modify, repair and relocate telephones and computer peripheral equipment; install cabling; test and train staff regarding correct usage of communications equipment. *E*

Perform design, programming, and troubleshooting of telephone system for increased system wide operation and functionality; work with data communication circuits, intranet services, and wide area networking capabilities used within telecom systems. *E*

Program and maintain voicemail system including assigning new users, designing and programming call processing applications, traffic studies, reports, system backups and basic system maintenance. *E*

Maintain campus networked security system including wired and wireless connection, programming, and troubleshooting of control panel and devices; train operators in proper usage and operation; maintain proper database of network information and security codes. *E*

Monitor, evaluate and report on network performance and utilization; prepare and present recommendations to maintain effective and efficient network performance. Assess the need for security reconfiguration (minor or significant) and execute them as required. *E*

Research and recommend procedures for proper utilization of PhoneMail, telephone data, cost, and traffic studies within a digital telephone system; work with information systems staff to make modifications and changes to campus wiring; run cable and properly terminate as required within network cabling specifications and codes and standards. *E*

Monitor, evaluate and report on all metrics related to the network performance such as Internet connectivity, infrastructure power and cooling, and network traffic and latency; implement corrective action to maintain effective and efficient Network operation; install and configure hardware and software required to maintain effective and efficient connectivity. *E*

Participate and assist in monitoring, evaluating and maintaining network security; identify network security issues; install and maintain network security measures as directed. *E*

Participate in monitoring and evaluating overall network environments including connectivity and inter-operability with the District's network; implement necessary corrective action to maintain effective and efficient network connectivity and inter-operability. *E*

Monitor and coordinate network and related equipment additions, deletions and changes including evaluation and recommendations related to facilities requirements. *E*

Monitor and evaluate changes and enhancements in network technology; participate in identifying and recommending new technologies that would serve to enhance and improve the District's network. *E*

Monitor compliance with network policies and procedures including, but not limited to, disaster recovery policies, remote connectivity policies, and appropriate security actions to ensure the safety and integrity of District data, hardware and service delivery; identify and report noncompliance to management staff. *E*

Develop and maintain documentation on network configurations, release levels, policies and procedures. *E*

Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information technology and network administration. *E*

Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Current industry standard security practices and methodology
Methods and techniques of network installation, configuration, maintenance and troubleshooting.
Advanced principles and practices of computer science and information technology.
Operational characteristics of network environments and associated equipment. Principles and operations of file servers within network environments.
Network security and disaster recovery measures.
Oral and written communication skills.

ABILITY TO:
Identify and analyze network problems and recommend appropriate solutions,
Identify and analyze internet related problems and perform remedial actions.
Install, configure and maintain College networks.
Monitor and coordinate additions, deletions and changes to the network.
Monitor and evaluate network performance.
Establish and maintain Internet connections with District network.
Install and maintain network environments.
Implement and maintain network security.
Ensure proper maintenance of network systems and related equipment.
Remain current in information technology concepts, tools, techniques, and applications.
Operate office equipment including local computers and remote connections.
Prioritize work to meet schedules and time lines.
Establish and maintain effective working relationships with those contacted in the course of work.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: a Bachelor's degree from an accredited college or university with major course work in computer science, information technology, or a related field; and two

years of increasingly responsible network installation, configuration and maintenance experience. Additional directly related experience may substitute for some education. Professional certifications such as MCSE, MCSE/I, PMP or CNE and knowledge of VMware are desirable.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.

PHYSICAL ABILITIES:
Sitting or standing for prolonged periods of time.
Dexterity of hands and fingers to operate office equipment including a computer keyboard and peripheral equipment.
Use of hand tools such as screw drivers, pliers, etc. Lift and carry moderately heavy equipment.
Crawl on floor, under desks, and in tight places. Bending at the waist.
Work on ladders.
Seeing to read and verify data and prepare various materials.

HAZARDS:
Extended periods of time viewing computer monitor.

March, 2017 – replaces Communications/Energy Management Specialist
Forsberg Consulting Services