

SANTA CRUZ COUNTY OFFICE OF EDUCATION

NETWORK SUPPORT SPECIALIST

DEFINITION

Under direction of the assigned administrator, to primarily provide the SCCOE and secondarily the local school districts with network and technological support, including systems administration, network security, project planning, installation, diagnosis, maintenance support and training.

SUPERVISION EXERCISED

No supervision exercised.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Install, test, and maintain all network wiring and connectivity within the SCCOE's local and wide area network. Connectivity types may include: 1000 Base T, Ethernet, Metro Ethernet, fiber optic cable, VPN, wireless, and other future technologies.

Provide assistance to the Network Infrastructure Analyst and assigned administrator with network configuration and expansion. Perform vendor relations, equipment installation, configuration and maintenance for network servers and equipment as directed.

Perform system installation, configuration and administration of multiple computing and communications systems. Provide ongoing systems administration and maintenance of core services such as email, databases, file servers, Active Directory, web filters, telecommunications, and network equipment.

Troubleshoot and remedy hardware, software, and network connectivity problems in a multi-platform, multi-protocol environment. Monitor, prioritize and resolve technology support requests using ticketing system and support tools.

Provide technical assistance to administrative and instructional users with regard to computer hardware, software, security and network operations and specifications.

Explore and make recommendations to assigned administrator for project planning specifications, and equipment configuration and connectivity. Ensure compatibility and compliance with SCCOE's project and equipment standards.

Perform installation, training, and troubleshooting of PC and Mac workstation equipment. Perform on-site diagnosis and repair of problems pertaining to software equipment and/or peripheral technology, or recommend outside repair or replacement.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (continued)

Prepare internal project proposals for assigned administrator's review and approval based upon specifications from end users, departmental needs and managerial guidance. Proposals may include system requirements, definitions, statements of issue, problems and proposed solutions, timelines, pricing, implementation plans and scope.

Act as an information source for security issues, emerging technologies and equipment procurement.

Provide assistance and training to users on the use of SCCOE's networked computing environment.

Provide support for video conference and audio/visual presentation systems.

Document procedures, standards and technical information for the operation of the local area network and systems.

Maintain confidentiality of data information.

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles of microcomputer design and upgrade, diagnosis and repair practices.

Principles and practices of basic network configuration, installation, security, etc., including VLANs, NAT, ACLs, VPNs, switching and routing.

Network standards and various transfer and communication protocols including Ethernet, TCP/IP, FTP and DHCP.

Various computer, hypervisor and network operating systems including Windows, Windows Server, VMware, Apple iOS and Mac OSX.

Microsoft Windows Networking, including Active Directory and domain configuration.

Installation of microcomputer peripherals and technology upgrade processes.

Standard diagnostic and troubleshooting techniques and utilities.

Effective customer service techniques.

Emerging technologies and trends, including smartphones and tablet computers.

Knowledge of (continued):

Knowledge of Unix/Linux operating systems is highly desirable.

Knowledge of Fiber Optic based SAN systems is desirable.

Knowledge of multimedia systems including videoconferencing, public address, interactive presentation systems and projection systems is desirable.

Skill and Ability to:

Install, configure and maintain workstation and server systems including stand-alone and those integrated into local and wide area networks.

Train other personnel in the principles and techniques of technology usage in a networked environment.

Analyze and evaluate technological problems including workstation, server and network related problems, then seek advice, propose and effectively implement solutions to those problems.

Operate diagnostic equipment and software, such as sniffers, continuity testers, port scanners, and loopback devices.

Prepare, install and test various types of cabling and computing related connections.

Investigate and learn new and emerging computing and network related technologies.

Communicate and work effectively with all levels of internal and external clients.

Communicate clearly and concisely, both orally and in writing.

Operate a motor vehicle safely.

Plan and organize work to meet schedules and timelines.

Work under limited supervision within a broad framework of standard policies and procedures.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work

EDUCATION AND EXPERIENCE

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education:

Completion of two years of college in the study of information systems technology, or a related field.

Experience:

Two years of experience in information processing, network and workstation support.

License or Certificate:

Possess specialized training and certification in information systems technology: specific certifications desired include Microsoft Certified Systems Engineer, Cisco Certified Network Associate, Cisco Certified Network Professional.

Possess or obtain, an appropriate, valid California driver's license and appropriate vehicle operation insurance.

SPECIAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment:

Ability to travel to different sites and locations.

While performing the duties of this job, the employee is regularly required to stand and to sit, use hands to finger, handle or feel; reach with hands and arms; stoop, kneel or crouch; talk and hear. Frequently required to walk; occasionally required to move, carry, lift, up to 50 pounds, and occasionally may be required to move, carry or lift up to 70 pounds with assistance. Occasionally may work in confined spaces and be exposed to dust. Specific vision abilities required by this job include close vision and distance vision.

Approval Date: January, 2005

Revised Approval Date: May, 2014

Revised Approval Date: June, 2018