

Network Systems Specialist

DEFINITION

Network Systems Specialist is a multiple position classification assigned to one of two functional areas within the Technology Services Division of the City Manager's Office. Incumbents in this classification:

Perform and direct the analysis, design, creation, monitoring, administration, troubleshooting and enhancement of the City's Local and Wide Area networks, servers and other network-related hardware and software products and client-server applications; or

Administer, direct and perform activities related to the administration, installation and operation of the City's "Help Desk"; and provide support services to the City's microcomputer hardware, standardized office automation software and departmental client-server applications.

DISTINGUISHING CHARACTERISTICS

This position directs the work of technical personnel assigned to the network client-server and, desktop client-server operations. In addition to supervising and directing, incumbents are capable of performing the more complex networking, microcomputer and client-server applications systems analysis, configuration and troubleshooting tasks. Work assignments are performed with considerable latitude for independent judgment and initiative.

SUPERVISION RECEIVED AND EXERCISED

General direction is received from the Technology Services Director. Responsibilities include direct supervision of technical personnel and, on a project basis, may exercise technical supervision over consultants.

ESSENTIAL DUTIES

Duties may include but are not limited to the following;

1. Administers the development, maintenance and operation of the City's Local and Wide Area networks including network connectivity to all City Departments and the Internet.
2. Designs, installs, configures and maintains the City's network facilities consisting of hubs, switches, bridges, routers, DSU/CSU's transceivers, network cards and various cabling schemes for a secure, efficient and cost effective communications between computer devices in local and remote locations.

Network Systems Specialist

3. Installs and maintains effective network database and hardware system backup and recovery procedures.
4. Configures and operates network management hardware and software systems, establishing and maintaining all network hardware and network operating systems inventory, and such other information as equipment addresses and routing schemes, access rights, directory structures and security attributes.
5. Analyzes network activity and performs traffic studies using network management software and protocol analyzer, tuning hardware and software systems or re-routing communications to improve performance.
6. Confers with departments to determine microcomputer, networking and connectivity requirements; conducts feasibility studies and prepares report of time estimates, personnel requirements and progress reports on assigned projects.
7. Administers security for remote and web access to City's network and computer resources.
8. Administers automated deployment of software and updates over the network.
9. Supervises the development and maintenance of a customer-oriented "Help Desk" operation including establishment of an effective tracking system that logs all calls, response times, actions taken, comments and user satisfaction ratings.
10. Administers the desktop hardware and software inventory systems, which includes tracking all equipment and safekeeping of all software licenses.
11. Supervises the City's use of microcomputers and related peripherals, including installation and support of hardware, operating systems, standardized office automation software and departmental applications.
12. Configures and maintains anti-virus software on network servers and desktop workstations.
13. Supervises and selects on and offsite microcomputer repair services from third party vendors, when necessary.
14. Prepares and completes systems documentation prior to releasing for operation.
15. Performs other related duties as assigned.

Network Systems Specialist

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Installation, maintenance and operations of local and wide area network hardware and software systems applied to server and microcomputer environments using a 10/100 Base topology running in a multi-protocol environment using TCP/IP, IPX/SPX on fiber and Ethernet backbones.

Installation, maintenance and operations of an effective Help Desk.

Operating systems, i.e. Windows 95/98/NT/2000 workstations and server, Novell Netware

Office Automation Software, i.e. Microsoft Office Suite of Products, including Adobe, Visio, Project.

Installation, maintenance and repair of server and microcomputer hardware, software and peripheral devices.

Network services including DNS, WINS, VPN's, DHCP and WWW.

Major desktop and networking technology hardware and software advancements and its capabilities.

Data communications, microcomputer, database, networking, and client/server development, implementation and support concepts.

Presentation methods suitable for comprehensive reports and recommendations.

PC usage, latest Microsoft Operating System, Web, E-mail, report writer and a variety of office productivity tools such as word processing, spreadsheets and data base programs.

Commonly used network and desktop software tools and utilities.

Network Systems Specialist

Ability to:

Administer a geographically dispersed local and wide area networks of servers, workstations and various microcomputers.

Administer a help-desk operation that supports a geographically dispersed group of users.

Install, diagnose and repair microcomputer and network hardware, software and peripheral equipment.

Supervise, direct, organize, plan, coordinate and evaluate the work of assigned staff or project team members.

Work independently.

Meet established deadlines.

Work as a member of a group or, where appropriate, lead a team on projects.

Set priorities and organize work.

Provide excellent customer service.

Communicate effectively orally and in writing in dealing with users and managers.

Establish and maintain effective working relations with others.

Adapt, learn, update, and apply new networking and computer hardware and software systems skills needed in a continuously changing technical working environment.

SPECIAL REQUIREMENTS

While performing the duties of this job, the employee may stoop, balance, and kneel, and use arms, legs, and back to occasionally lift and/or move up to 25 pounds. The employee frequently stands, walks, sits, uses a telephone, and personal computer with a VDT screen for extended periods of time. Must bend/crawl under work space where it is necessary to install or troubleshoot connectivity applications and/or problems. Work requires the ability to adjust focus and use hands and fingers to handle and maneuver objects.

Network Systems Specialist

EXPERIENCE AND TRAINING

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

Experience: Four years of experience in network and microcomputer systems with two years of recent experience in the management, administration, analysis and support of Local and Wide Area networks, microcomputer hardware and software and office automation software. Experience in managing a computer support help desk is highly desirable.

Training: Equivalent to a Bachelors degree from an accredited college or university with major course work in a discipline related to computer science, computer information systems, quantitative analysis or systems analysis.

Experience in other technology processing related fields may be substituted for the required education on a year for year basis.

PROBATIONARY PERIOD: One Year

755CS

August 2001

AAP GROUP: 4

FPPC STATUS: Designated

FLSA STATUS: Exempt