POSITION PURPOSE

The Network Support Specialist provides technical support in the maintenance, installation and repair of computer hardware and software, and network operating systems.

NATURE AND SCOPE

The Network Administrator is responsible for responding to user requests for service, performing minor system modifications, and training users in use of equipment and applications. Other decisions, such as authorizing hardware and software purchase requests, and scheduling major systems design and analysis, are referred to a higher authority.

EXAMPLE OF KEY DUTIES AND RESPONSIBILITIES

1. Installs and configures computer hardware and software on LAN servers and end users.
2. Troubleshoots computer problems for end users on computers and mainframe terminals to determine whether if hardware or software based.
3. Trains users on the correct use of hardware and software; provides technical support.
4. Analyzes and determines end user computer and software needs, and researches solutions; advises on computer hardware and software purchases.
5. Designs, creates, and maintains computer applications in computer and mainframe programming languages.
6. Performs related duties as required.

EMPLOYMENT STANDARDS

Knowledge:

Knowledge of District policies and procedures
Knowledge of various computer hardware and related peripherals i.e., IBM, Apple, Brand X, etc.
Knowledge of various computer software applications, telecommunications, Internet applications, graphical interfaces, and utilities
Knowledge of technical requirements and managing systems design, development and implementation
Understanding of network and client/server concepts
EMPLOYMENT STANDARDS (cont’d.)

Skills and Abilities:

Installation and maintenance of variety of IT hardware and software
Detail oriented
Strong problem solving skills
Strong analytical skills
Strong basic mathematical abilities
Excellent written and oral communication; ability to train and teach computer user and other technicians
Excellent interpersonal skills
Ability to work independently using technical manuals and other available resources
Management and organizational skills

Education and Experience:

A.S. degree in Computer Science or related field
2-4 years directly related experience

Valid California Driver’s License

Working Conditions

Typical office environment
Ability to lift up to 50 lbs.