

**Position Description**  
**Network Support Specialist**  
**Department: Information Technology**

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**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.