

NETWORK SPECIALIST I/II/III

DEFINITION

Under immediate (Network Specialist I) to general supervision (Network Specialist II) to direction (Network Specialist III), performs technical and professional duties in the planning, development, testing, implementation, administration, and maintenance of a variety of information technology infrastructure, systems, and programs; areas of responsibility include, but are not limited to, network administration, server administration, information security, and project management; monitors systems to ensure performance and reliability standards are met; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Network Specialist I) to general (Network Specialist II) supervision and direction (Network Specialist III) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Network Specialist I: This is the entry-level classification in the Network Specialist series. Initially under close supervision, incumbents learn and perform routine support of District network, server, and/or security infrastructure and systems. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Network Specialist II: This is the fully qualified journey-level classification in the Network Specialist series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class distinguished from the Network Specialist III in that the latter provides technical and functional direction to lower-level support staff and is responsible for the more complex work.

Network Specialist III: This is the advanced journey-level classification in the Network Specialist series. Incumbents work under direction and exercise a high level of discretion and independent judgment in performing the full range of duties in support of the District's information technology systems and infrastructure. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

Positions in the Network Specialist I-II-III class series are flexibly staffed; positions at the II-level and III-level are normally filled by advancement from the I-level and II-level, respectively.

Progression to the II-level and III-level is dependent on satisfactory work performance, the incumbent meeting the minimum qualifications for the classification including any licenses and certifications, and management approval for progression to the II-level and III-level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical functions of the job.

Positions at the Network Specialist I level may perform some of these duties and responsibilities in a learning capacity.

- Provides analytical support to District-wide technology programs in diverse technology areas including, but not limited to, network or communications and server infrastructure design, implementation, and administration, information security, and technology project management.
- Monitors technology systems to evaluate reliability, conformance to performance metrics, and overall availability; tests, installs, implements, maintains, and modifies a diverse range of system hardware and software; confers with clients to determine needs and system configurations; defines and performs primary testing of enhancement/upgrades before release to users.
- Participates in technology security administration; installs system security hardware, software, and related devices; monitors security system to identify breaches; activates defined procedures and responses to system security issues; provides recommendations to mitigate risk.
- Installs, configures, and upgrades desktop computers and associated hardware and software across disparate platforms; loads and tests specialized applications and security devices; ensures connectivity to network and communication systems.
- Installs, configures, and maintains network hardware, software, peripherals, and devices, including but not limited to routers, interfaces, wireless access points, servers, virtual private networks, and firewalls, for functionality and security; troubleshoots, diagnoses, and maintains network systems; ensures system integration for operability across diverse platforms and technologies.
- Performs a variety of technical tasks in support of physical and virtual server infrastructures, including installing, configuring, maintaining, and monitoring hardware and software upgrades and security to ensure effective server performance; performs server maintenance checks and back-ups.
- Installs, configures, maintains, troubleshoots, and monitors telecommunications systems including voice, data, and audiovisual communications infrastructure and equipment.
- Participates in information technology projects including assisting in working with stakeholders and management to determine project requirements, objectives, deliverables, and business needs; participates in monitoring project progress and ensuring deliverables are on time and within budget.
- Receives and manages work orders; troubleshoots and resolves network, server, and related software, hardware, workstation, database, and peripheral issues.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Participates in a variety of system user and work groups to identify user needs and operational, programmatic, and/or regulatory changes affecting system and data requirements.
- Conducts research and stays current on new trends and innovative solutions for technology programs; recommends new technologies to improve the operational technology effectiveness

and services.

- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Network Specialist III (in addition to above):

- Participates in developing long-term plans, goals, and objectives to achieve District and department technology and business priorities.
- Serves as a subject matter expert in supporting a diverse range of technology infrastructure and systems by evaluating and creating solutions for managing and organizing data; analyzing, designing, and configuring business process workflows to ensure that all District needs are met; and working with departments to ensure proper infrastructure to automate manual processes.
- Coordinates the installation, configuration, and upgrade of desktop computers and associated hardware and software across disparate platforms; loads and tests specialized applications and security devices; ensures connectivity to network and communication systems.
- Coordinates the installation, configuration, and maintenance of network hardware, software, peripherals, and devices, including but not limited to routers, interfaces, wireless access points, servers, virtual private networks, and firewalls, for functionality and security; troubleshoots, diagnoses, and maintains network systems; ensures system integration for operability across diverse platforms and technologies.
- Leads information technology projects including working with stakeholders and management to determine project requirements, objectives, deliverables, and business needs; monitors project progress and ensures deliverables are on time and within budget.

QUALIFICATIONS

Positions at the Network Specialist I-level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Operations, services, and activities of integrated information technology systems.
- Principles, practices, equipment, and protocols for the planning, installation, operation, and monitoring of data communications, networks, hardware and software, server, and associated equipment and devices.
- Methods and techniques of evaluating business need requirements to provide technology solutions.
- Principles and practices of database administration and management.
- Principles and practices of system integration for operability across diverse platforms and technologies.
- Research and reporting techniques, methods, and procedures.
- Methods and techniques of eliciting information and performing diagnostic procedures on information technology systems.
- Principles and practices of developing and maintaining technical documentation.
- Record keeping and filing system methods, principles, and practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide professional support to a diverse range of technology systems, hardware, and software.
- Learn and understand enterprise infrastructure and systems and their purpose within the District's technology programs.
- Learn, understand, interpret, explain, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Analyze complex user problems, evaluate alternatives, and devise efficient, cost-effective, user-friendly solutions.
- Participate in the planning, installation, operation, and monitoring of data communications, networks, hardware and software, server, and associated equipment and devices.
- Monitor application operational effectiveness, reliability, and security vulnerability; implement approved measures to ensure integrity and security of infrastructure and systems.
- Integrate technology solutions across multiple platforms.
- Work with end users to develop enhanced infrastructure and systems for business process automation.
- Prepare clear, concise, and accurate technical documentation, user guides, reports of work performed, and other written materials.
- Communicate complex technology issues clearly to non-technical parties.
- Maintain a variety of filing, record keeping, and tracking systems.
- Organize work, set priorities, meet critical deadlines and follow-up on assignments.
- Meet deadlines in a fast paced and changing environment; handle multiple assignments simultaneously.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Education:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information systems, or a related field.

Experience:

Network Specialist I

- One (1) year of experience performing work related to supporting information technology infrastructure systems such as network, communication, data, and/or server infrastructure and systems.

Network Specialist II

- Three (3) years of increasingly responsible experience supporting information technology infrastructure systems such as network, communication, data, and/or server infrastructure and systems or equivalent and related responsibilities to experience as a Network Specialist I.

Network Specialist II

- Five (5) years of increasingly responsible experience supporting information technology infrastructure systems such as network, communication, data, and/or server infrastructure and systems or equivalent and related responsibilities to experience as a Network Specialist II.

Licenses and Certifications:

- Possession of a valid California Class C driver's license, to be maintained throughout employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

ENVIRONMENT

Standard office setting.

PHYSICAL

- Level One

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

VISION

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

HEARING

Hear in the normal audio range with or without correction.

ADDITIONAL REQUIREMENTS

Performs work on weeknights, weekends, and holidays as needed for system upgrades, special projects, or in emergency situations as assigned.