

NETWORK SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is technical and administrative work of a specialized nature involving the installation, configuration, maintenance and support of local and wide area networks, network servers and related hardware and software systems. The incumbent is responsible for diagnosing and resolving network and connectivity issues, maintaining system security and performance and providing technical assistance to departmental staff. The work is performed under the general supervision of a higher-level technical or administrative supervisor and supervision may be provided to lower-level technical or network personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides technical support by diagnosing and resolving hardware and software issues across local and wide area digital networks;

Installs, configures, maintains and monitors network infrastructure, servers and related hardware and software systems to ensure reliable performance;

Diagnoses and resolves technical issues involving connectivity, network performance and hardware and software malfunctions;

Supports enterprise applications (e.g., Active Directory, PeopleSoft, OnBase) by performing configuration, access management and troubleshooting;

Distributes and maintains applications on user workstations using automated scripts and pre-defined system requirements such as random access memory (RAM) and available disk space;

Initiates application and software deployment to user workstations for streamlined access and functionality;

Maintains servers and workstations by applying software and hardware patches, including routine Microsoft updates to ensure system security and stability;

Maintains and updates computer user accounts, including creating, modifying and removing access, as needed;

Provides technical guidance and assistance to users and may conduct or assist with training sessions and the creation of instructional and training materials;

May collaborate with departmental and IT staff to identify system deficiencies and recommend or implement corrective actions;

May configure, maintain and monitor Security Information and Event Management (SIEM) tools and related cybersecurity platforms;

May supervise lower-level technical and/or network staff;

May complete special assignments in support of ITS functions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of computer systems administration and network security; good knowledge of network administration; good knowledge of various e-mail and application systems; good knowledge of computer peripherals including devices such as printers, servers and related hardware components; good knowledge of enterprise software platforms such as Active Director, PeopleSoft and OnBase; ability to configure, maintain and troubleshoot server and network hardware; ability to interpret technical manuals and documentation; ability to resolve software and hardware problems; ability to maintain computer documentation; ability to train and support users; ability to supervise the work of others; ability to prepare written material especially as it relates to instructional and training materials; ability to understand and interpret written material; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relationships with others.

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MINIMUM QUALIFICATIONS:

1. A Bachelor's degree or higher in Computer Science, Information Technology, Cyber Security, Management Information Systems or comparable degree and three (3) years of paid work experience developing, testing and/or maintaining computer networks and/or systems, network administration and support, application development and support, computer support, cyber security, software or hardware support, troubleshooting, or any combination thereof, one (1) year of which must have been supervising or providing work direction to others; or
2. A Bachelor's degree or higher and four (4) years of paid work experience developing, testing and/or maintaining computer networks and/or systems, network administration and support, application development and support, computer support, cyber security, software or hardware support, troubleshooting, or any combination thereof, one (1) year of which must have been supervising or providing work direction to others.

NOTE: Certification in Microsoft Certified Professional (MCP), CompTIA Network+, or Cisco Certified Network Associate (CCNA) may be substituted for one (1) year of the required experience.