

## **NETWORK SUPPORT SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical work supporting operations of local area and wide area digital networks by testing and troubleshooting hardware and software and for providing technical support for network systems. The individual will also be required to conduct training classes. 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 and/or network staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides technical support by troubleshooting local area and wide area digital network hardware and software issues;

Maintains, installs and updates network and computer systems to test and improve performance;

Assists networking staff by identifying system deficiencies and/or problems and develops solutions for same, as needed;

Installs, configures and maintains printer servers;

Maintains and monitors servers and resolves problems and issues;

Maintains and troubleshoots email system and associated email archive;

Conducts ITS training classes (e.g., Cyber Security, Skype, DocuSign, new employee orientation) and develops training materials;

Distributes and maintains applications on user workstations using scripts and pre-defined criteria (i.e., RAM, available disk space, etc.);

Launches applications and software automatically to user workstations;

Supports servers and workstations for patching software/hardware including Microsoft updates;

Maintains and modifies computer user accounts (i.e., add/delete accounts);

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; good knowledge of network administration; good knowledge of various e-mail systems; ability to resolve software and hardware problems; good knowledge of computer peripherals (e.g., printers, servers); ability to maintain computer documentation; ability to train others; ability to supervise the work of others; ability to prepare written material especially as it relates to training material; 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.

### **MINIMUM QUALIFICATIONS:**

1. A Bachelor's degree or higher in Computer Science, Cyber Security, Management Information Systems, or comparable curriculum and three (3) years of experience developing, testing and/or maintaining computer networks and/or systems, network administration and support, computer support, cyber security, software or hardware support, troubleshooting, or any combination thereof, or
2. A Bachelor's degree or higher and four (4) years of developing, testing and/or maintaining computer networks and/or systems, network administration and support, computer support, cyber security, software or hardware support, troubleshooting, or any combination therefore.

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**NOTE:** Certification in Novell Engineering (CNE) and/or Microsoft Certified Professional (MCP) may be substituted for one (1) year of the required experience above.

**PROMOTION:** Two (2) years of permanent status as a Network Assistant.