



**Orange County Department of Education
Human Resources Department
Classified Class Specification**

**Class Code: 3105
Date Adopted: July 1, 2008**

**FLSA Status: Nonexempt
Union Representation: Represented**

Network Specialist

GENERAL PURPOSE

Under general supervision, performs difficult and responsible systems and network support and administration functions for ACCESS network infrastructure including computers, servers, peripheral equipment, and network operating systems; installs and configures servers, computers, and other devices; provides problem resolution and technical support services to ACCESS customers for the operation and use of personal computer and peripheral equipment, local and wide area networks, Internet and Intranet services, and various server platform connections; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Network Specialists provide a variety of difficult and responsible services to ACCESS customers intended to assist them in making effective use of computer hardware, standard and specialized software, networks, servers, peripheral equipment, devices, and other technology tools to meet operating, business and educational requirements. Incumbents are expected to maintain assigned systems and provide problem resolution and technical support services with high reliability and a minimum of supervision and direction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides technical support, administers and maintains assigned networks, servers, computers, and operating system platforms; installs, configures, maintains, and repairs a variety of servers, routers, switches, wireless Internet connections, computers, peripherals, and other devices; installs, sets up or relocates, configures, repairs and supports PC hardware and software and peripherals; installs software and software upgrades and configures synchronization.
2. Adds/removes, installs, and maintains VPN and dial-up services for remote users; performs a variety of network administration duties for network domains utilizing Active Directory, SMS, WSUS, and other network management software; monitors traffic and user activity streams; creates and manages shares.
3. Administers user accounts including network security, user profiles, and user/group access and rights; develops, implements, and maintains group policies and ensures operating systems and networks are performing properly; installs, tests, and configures applications upgrades, service packs and patches, as well as customized user applications; supports OCDE, ACCESS, and departmental software applications; works with vendors to resolve hardware and software issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

4. Receives, documents, diagnoses, and resolves user problems and requests for technical assistance from customers on computers, peripheral equipment, local and wide area networks, Internet and Intranet services, various server platform connections, and remote access; researches, troubleshoots, diagnoses, and resolves difficult hardware, software, and network connectivity problems to minimize system downtime, including performance degradation, problems in interactions between hardware, software, and network operating systems and hardware/disk failures; locates vendors, coordinates equipment repairs, and arranges for shipment of required parts.
5. Interviews, analyzes, and documents end user system and network requirements; researches, tests, and evaluates vendor hardware and software products; evaluates products for their conformance with customer requirements and compatibility with OCDE/ACCESS operating system and network environment; makes recommendations on the selection and purchase of hardware and software and upgrades.
6. Maintains up-to-date records of software licenses, product warranties, configuration images, maintenance and repair activities, and parts and supplies; monitors to ensure compliance with software licenses; maintains a database inventory of hardware, software, and users.
7. Maintains technical system and configuration documentation and logs and maintains technical knowledge base; documents network components, such as network diagrams and schematics, physical hardware, cabling, and changes to systems; documents network history; prepares and updates training manuals and policy guidelines for system use and operation.
8. Serves as liaison between ACCESS departments, vendors, and end users; coordinates with vendors on warranty repairs to network servers, computers, peripherals, and other equipment.

OTHER DUTIES

1. Plans, develops, and conducts user training on existing and new applications, network operations, and proper equipment usage.
2. Monitors trends and developments in systems, networking, and multi-platform communication technologies.
3. May provide training to other new Network Specialists.
4. Attends a variety of meetings, conferences, seminars, and training sessions.

QUALIFICATIONS

Knowledge of:

1. Operating system architecture, characteristics, commands, and components applicable to OCDE/ACCESS computer platforms.
2. Principles, practices, and methods of systems and network administration and maintenance, including procedures for establishing network connectivity and security.
3. Network architecture and basic theory and principles of network design.
4. Basic principles and practices of systems analysis and design.
5. Advanced methods, principles, practices, and techniques for troubleshooting and determining the causes of system, computer, and PC hardware problems and device errors and failures.

Knowledge of: (cont.)

6. Cable and wiring standards.
7. Desktop and portable computers, including hardware and software installation, operation, and maintenance.
8. Standard business support software, including word processing, spreadsheet, presentation, graphics, and database programs.
9. Federal, state, and local laws, codes, and regulations pertaining to the use of computer hardware and software.
10. Disaster planning and recovery techniques as they relate to technology.
11. Internet/intranet technologies and techniques and network e-mail systems.
12. Project management tools and techniques.
13. Customer service principles and practices.

Ability to:

1. Analyze difficult problems, evaluate alternatives, and make sound recommendations.
2. Plan, organize, and complete tasks efficiently and in accordance with established quality standards with limited supervision.
3. Troubleshoot, diagnose, and resolve complex and ambiguous computer and PC hardware and software problems and failures of varying difficulty efficiently and effectively.
4. Configure, maintain, manage, and tune the operations of complex operating and network systems to achieve optimal technical performance and user support.
5. Obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions.
6. Troubleshoot complex system, hardware, software, and network connectivity problems and make or recommend modifications.
7. Install and configure PCs, peripheral equipment, devices, and other technology tools.
8. Prepare clear, concise, and accurate program documentation, reports of work performed, and other written materials.
9. Make sound, independent judgments within established guidelines.
10. Communicate clearly and effectively, both orally and in writing.
11. Establish and maintain effective working relationships with OCDE management, staff, vendors, and others encountered in the course of work.
12. Must demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is an Associate's degree in computer technology or a closely related field; and five years of progressively responsible experience in computer systems, network, and/or customer support in an information systems operating environment similar in size and complexity to that of OCDE/ACCESS, at least one year of which involved network administration and/or support; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under OCDE's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, stand, and walk; talk or hear, both in person and by telephone; hear to distinguish equipment operating sounds; use hands to finger, handle, and feel computers and standard business equipment; and reach with hands and arms to at or above shoulder level; bend, stoop, push, pull, grasp, squat, kneel, twist, crawl, climb, and balance to access materials or equipment, and lift and or move up to 50 pounds and lift up to 75 pounds with assistance from ground, waist, and chest level. Travel over uneven terrain that may include gravel or dirt, carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Must pass a pre-employment physical examination related to job duties/assignments and in accordance with relevant codes and regulations.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with OCDE management, staff, vendors, and others encountered in the course of work

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet. Employees also frequently perform work in customers' offices and other locations where the noise level is normally quiet. Some work is performed in confined spaces. Employees may be exposed to airborne dust and particles and the risk of electrical shock; and the noise level may be very loud. Some work involves climbing ladders and working in high precarious places.

Duties require driving to widely dispersed facilities and working in classrooms where at-risk students may be disruptive, abusive, and/or threatening.