

**ORANGE COUNTY CLASS SPECIFICATION**

**TITLE:** NETWORK SUPPORT SPECIALIST **GRADE:** 14

**TITLE ABBREVIATION:** NETWORK SUPP SPEC **TITLE NO.:** 6469

**JURIS.CL:** C **SALARY CODE:** 01 **EEO CODE:** TE **FLSA CODE:** NE

**DEPARTMENT:** VARIOUS **DIVISION:** \_\_\_\_\_

**SUPERVISOR'S TITLE:** VARIOUS

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical work supporting operations of local area and wide area networks. Incumbent installs, configures, troubleshoots and maintains network components, including servers, operating systems, databases and communications devices. Work involves researching and testing new hardware and software as needed. Work is performed under general supervision. Incumbent may be required to work flexible hours, evenings and/or weekends. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Installs, configures, troubleshoots and maintains computer networks and equipment;
2. Provides client support by troubleshooting local area network hardware and software problems and addressing user concerns;
3. Provides response and resolution as necessary to eliminate long periods of down-time, enabling users to accomplish normal work without substantial interruptions;
4. Installs, configures and customizes hardware and software, including installation of operating system upgrades;
5. Manages Internet and e-mail usage;
6. Maintains data connectivity equipment and security;
7. Configures interfaces to other software and computer networks;
8. Provides technical support and problem solving assistance to client departments to maintain optimal network performance.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of computer hardware, operating systems and peripheral devices used in a networked environment; thorough knowledge of network operating systems and applicable local and wide area network technologies; good knowledge of data communications technologies, bridges, routers and the technologies required to allow communication between various systems; good knowledge of assigned departments and the applications of automation within them; skill in the use of personal computer hardware and software; ability to establish and maintain good working relationships; ability to install and configure network hardware and software; ability to analyze server, workstation and network related problems and determine an effective means for resolution; ability to communicate effectively both orally and in writing; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Possession of a Bachelor's degree\*, or higher, in Computer Science, Computer Information Systems or related field; or
- (B) Completion of sixty (60) credits\* with a major in Computer Science, Computer Information Systems or related field and two (2) years of paid experience supporting local and wide area networks; OR
- (C) Graduation from high school or possession of high school equivalency diploma and four (4) years of paid work experience as outlined in (B) above.

**NOTE:** Certification as a Certified Network Engineer, Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Professional plus Internet (MCP+I), Cisco Certified Network Associate (CCNA), Novell Certified Network Engineer (CNE), CompTIA Network + or Server +, or Compaq ACE may be substituted for one (1) year of the required experience.

**\*NOTE:** Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**Special Requirements:** Possess and maintain a valid driver's license. Ability to lift and carry fifty (50) pounds.