

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SENIOR NETWORK SUPPORT SPECIALIST **GRADE:** 16

TITLE ABBREVIATION: SR NET SUPP SPEC **TITLE NO.:** 6643

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

DEPARTMENT: VARIOUS **DIVISION:** _____

SUPERVISOR'S TITLE: VARIOUS

DISTINGUISHING FEATURES OF THE CLASS: This is technical work involving the evaluation, design and installation of servers, networks and communication equipment. Incumbent configures, installs, troubleshoots and maintains network components, including servers, operating systems, databases and communications devices. This position differs from Network Support Specialist based on responsibility for direction of projects and the support of complex network communication components, including switches, bridges and routers. Work is performed under the direction of a higher level employee. Supervises and/or directs the work of subordinate professional and clerical staff. Incumbent may be required to work flexible hours, evenings and/or weekends. Does related work as required.

TYPICAL WORK ACTIVITIES:

Investigates and evaluates user requests, determines user needs, and presents recommendations;

Prepares project plans and schedules, including requirements, tasks, work assignments and resources;

Supervises staff of project teams;

Provides technical guidance and assistance to project staff;

Assists in the formulation of project objectives and systems development requirements;

Reports project progress, problems and output to management and users;

Coordinates project performance with other work of the department;

Assures cost effectiveness and quality of projects undertaken and their implementation;

Directs projects dealing with computer operating systems or complex sub-systems such as networking operating systems, local area networks and large complex telecommunications networks;

Configures, customizes, and installs network and application servers;

Configures, installs and monitors networking equipment to provide communications between local and remote sites;

Plans and coordinates system upgrades;

Researches and evaluates hardware and software to provide best solutions for user needs;

Responsible for data connectivity and network security for local and wide area networks, virtual private networks, Intranet and Internet;

Provides technical support to department/divisions to resolve problems and issues related to servers and network;

Communicates with vendors for technical support;

Attends technical classes and studies current materials to acquire knowledge of new software, hardware and the latest developments in the field;

Maintains terminal/user security system;

Oversees processing and production reports, vouchers, authorizations, checks, etc.;

When assigned to Social Services:

- supervises the data entry staff and evaluates productivity of the unit;
- interprets state regulations and procedures regarding computer system issues;
- acts as technical liaison between state agencies and DSS staff;
- establishes policy and enforces security procedures

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and techniques used in systems analysis and design; Thorough knowledge of Project Management principles and methodology; 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; thorough knowledge of current network software and hardware analysis and design techniques; thorough knowledge of data communications technologies, bridges, routers and the technologies required to allow communication between various systems; good knowledge of programming languages; good knowledge of assigned department/divisions and the applications of automation within them; skill in the use of personal computer hardware and software; ability to coordinate projects with other work of the department; ability to supervise project teams; ability to prepare project plans and schedules; ability to establish effective working relationship with others; ability to install and configure network hardware and software; ability to analyze mainframe and client server, workstation and network related problems and determine an effective means for resolution; ability to communicate effectively, both orally and in writing; good judgement; 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 and one (1) year of paid work experience supporting local and wide area networks; OR
- (B) Possession of an Associate's Degree* in Computer Science, Computer Information Systems or related field and three (3) years paid work experience as defined in (A) above; OR
- (C) Completion of sixty (60) credits* with a major in Computer Science, Computer Information Systems or related field and **three (3)** years of paid experience as defined in (A) above; OR
- (D) Graduation from high school or possession of high school equivalency diploma and five (5) years of paid experience as defined in (A) above.

NOTE: Possession of a certification as either 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 two (2) years 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.