



JOB DESCRIPTION

NETWORK & SUPPORT SPECIALIST

DEFINITION

Under direct supervision of the Information Services Manager, provides skilled technical assistance in the operational support activities of the City's computer, network and phone systems; participates in the planning, coordination and implementation of new systems, applications, or upgrades; works cooperatively as a member of the City-wide Information Services division.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

1. Oversees City's various software programs and databases.
2. Performs routine maintenance on servers, computers and peripherals.
3. Configures, installs, and troubleshoots computer, peripheral, server, phone and network equipment.
4. Compiles, prepares, processes and/or coordinates the preparation of a variety of documents and reports.
5. Provides appropriate backup, security of data and keeps security software current.
6. Provides technical support and training for staff in the use of computer systems and related equipment.
7. Provides technical support at Library as needed.
8. Without additional compensation, employee shall perform such additional acts or duties as the City Manager shall assign.

QUALIFICATIONS/GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the required knowledge, skills and abilities is qualifying, but a typical way of gaining the knowledge and skills outlined above is: Equivalent to completion of two years of college with course work in data processing, computer sciences or a closely related field and two years of increasingly responsible experience in the administration of networks and personal computers. Computer systems experience, Cisco and/or Microsoft certifications desirable.

Knowledge, Skills and Abilities

Thorough knowledge of principles and operations of networking and relevant personal computer technology and related equipment; knowledge of various software necessary for daily operations; ability to understand and act upon written and verbal descriptions of computer related problems and malfunctions; ability to evaluate hardware and software and recommend purchase; ability to establish and maintain cooperative working relationships; ability to exercise judgment within established policy or procedure guidelines; good communications skills; must be available to work weekends and evenings as necessary and be available on short notice to resolve urgent problems.

SPECIAL REQUIREMENTS

Possession or ability to obtain an appropriate California driver's license and a satisfactory driving record; lifting of equipment, furniture or boxes weighing up to 50 pounds.



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ESSENTIAL ELEMENTS

Physical Demands

Sitting, walking, reaching, grasping, bending, crawling, manual dexterity, clear speech-complex, clear-seeing and driving (car); physical ability to lift equipment, stoop and bend as necessary to access equipment during course of installation, maintenance or repair.

Stress Factors

Some pressure in assisting staff and interacting with the public. Ability to interpret and explain actions to staff.

Work Environment

Work with the staff and the public; verbal contact, face-to-face and telephone.

Mental Requirements

Reading complex, writing complex, analyzing, perception/comprehension and judgment.

Equipment

Network equipment, servers, computers, phones, standard office equipment and peripherals such as monitors, printers, barcode readers, and scanners.

RAS:sn/5-6-08/4-15-10