

NETWORK SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS:

This is a highly technical position responsible for the planning, development, installation and full support of computer and network systems. The incumbent works with user departments to assess needs and assists in the development of a system to best meet those needs. The incumbent performs the initial configuration and installation, then supports the user through training and problem solving. The incumbent will be required to work on a wide variety of systems, interface with mainframe systems, perform programming tasks, and install and maintain network systems. The work is performed under the general supervision of a higher level administrator. Supervision may be exercised over technical and support staff.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by positions in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Works with users to ascertain needs and develop standalone and networked systems to best address their needs;
2. Maintains systems through software upgrades, the detection of viruses, correcting file error problems on disks, replacing defective equipment, and having equipment serviced;
3. Provides telephone and field support to users on hardware and peripheral equipment, software, and network system problems, contacting vendors as necessary;
4. Works with user departments to develop software applications to meet their needs including programming, macros, interfaces and scripts;
6. May order, receive, inventory and perform initial configuration and installation of hardware and operating software, contacting vendors as necessary to resolve any problems;
7. Keeps abreast of the field of microcomputer system products, tests new software and equipment, and makes recommendations for future development and use.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the principles, practices, methods, capabilities, limitations and techniques of stand alone and networked microcomputer systems;

Knowledge of mainstream LAN related hardware and software;

Knowledge of mainstream computer software programs;

Ability to quickly evaluate and learn the operation of LAN related software and hardware and peripherals;

Ability to communicate effectively, both orally and in writing;

Ability to develop and maintain policies and standards across a large system with possibly conflicting demands;

Ability to establish and maintain effective working relationships;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

NETWORK SUPPORT SPECIALIST (Cont'd)

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in data processing or a closely related field *and* one (1) year of work experience which primarily involved the installation and full support of computer and LAN systems;
- OR: (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in data processing or a closely related field *and* three (3) years of work experience which primarily involved the installation and full support of computer and LAN systems;
- OR: (C) Completion of sixty credit hours at a New York State registered college or university *and* (4) years of work experience which primarily involved the installation and full support of computer and LAN systems;
- OR: (D) An equivalent combination of training and experience as indicated in (A), (B), and (C) above.

SPECIAL REQUIREMENTS:

1. Candidates must be able to transport and install equipment weighing approximately 45 pounds at a variety of locations.
2. An appointing authority may require eligibility for a New York State Motor Vehicle Operator's License at time of application, and possession of said license at time of appointment.

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