

Job Description

Job Title: Network Specialist II

Supervisor: Senior Network Engineer

Job Classification: Non-Exempt

Pay Grade: 31

Contract Length: 245 Days

Job Summary

Under the direction of the Senior Network Engineer, performs specialized work. Work involves implementing, maintaining, servicing and monitoring local and wide, wired and wireless computing and telecommunications network. Position carries out installation, testing, and technical tasks in support of the network infrastructure for connected devices. Position provides professional, courteous and timely customer service to staff and students. The work is dispatched from the help desk.

Essential Duties

1. Installs and tests network equipment, network operating system software, network infrastructure, and other network related components/equipment.
2. Maintains, repairs, upgrades, and enhances network equipment, network operating systems, network infrastructure, and other network related components/equipment.
3. Performs system level diagnostics and preventative maintenance to ensure network systems are operational.
4. Responds to emergency work requests; troubleshoots system failures and errors; diagnoses, isolates, and resolves system related problems ensuring timely results and minimal disruption of operations.
5. Skilled in the use of tools and equipment employed in testing and repairing of equipment.
6. Interacts with other departmental team members to troubleshoot and resolve system-level problems.
7. Responds to questions and needs of end-users concerning supported systems.
8. Assists with surveying facilities and making recommendations for the layout and location of system components, equipment, cabling, and wiring.
9. Updates system documentation to record installations, upgrades, configurations, etc.
10. Utilizes appropriate safety equipment in the performance of duties.
11. Tracks all work performed in the help desk work order system.
12. Travels to and from schools/work sites in the performance of duties.
13. May assist in training others.
14. Conforms to all departmental procedures and policies.
15. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Maintains an up-to-date knowledge of rapidly changing computer networking technology.
2. Performs any other related duties as assigned by the Senior Network Engineer, or other appropriate administrator.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

- Must possess a High School diploma and 5 years of experience in network support or any combination of education and experience to include industry certifications that provide the noted knowledge, skills, and, abilities to perform the essential duties.
- Must possess significant knowledge of the operation, repair, and the principles and practices used of local and wide, wired and wireless, computer and telecommunication networks (Brocade networking equipment

preferred). Must possess significant knowledge of computer network characteristics, network operating system software, and network components (i.e.: network servers, switches, routers, wireless access systems, VoIP systems, infrastructure cabling, etc.).

- Must possess strong troubleshooting skills and the ability to diagnose/resolve network system problems.
- Must possess strong skills in the use of the instruments and tools of the trade.
- Must possess the ability to interpret and apply specialized technical manuals and reference materials.
- Must possess an understanding of TIA/EIA Structured Cabling Standards.
- Must possess the ability to prioritize tasks in order of importance; work independently and as a team member; and establish and maintain effective working relationships with co-workers and end-users.
- Must possess a valid driver's license with a good driving record.

Working Conditions & Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. When performing the duties of this job, the employee is frequently required to sit; use hand to finger; handle or feel; speak, hear and understand speech at normal levels. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 45 pounds. The employee must occasionally lift and/or move and/or balance while standing or climbing up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: None

Supervision Received: Senior Network Engineer

This job description in no way states or implies that these are the only duties to be performed by this employee. The Network Specialist II will be required to follow any other instructions and to perform any other related duties as assigned by the Senior Network Engineer or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 11/19 CR