NETWORK ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for providing specialized technical and systems programming work in implementing and supporting Ulster County's local area and wide area network systems. An employee in this class is under the direct supervision of the Assistant Director of Information Services (Technical Support) and the general supervision of the Director of Information Services with limited leeway allowed for the exercise of independent judgment in work details. Supervision of others is not normally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Works closely with the Assistant Director or designee in supporting the Local Area Network environment, including operating systems, server hardware, network infrastructure, and vendor supplied software;

Assists with the administration and support of the County's Wide Area Network environment;

Assists with the administration and support of the County's virtualized and distributed server environment;

Assists with network and system security administration and monitoring for Windows servers and mid-range systems;

Assists with the administration and support of the County's Microsoft Active Directory environment,

Assists with the administration and support of the County's email system;

Assists with the research, evaluation, and recommendation of possible solutions to technical requests;

Updates assigned Help Desk problem tickets with current status and problem resolution;

Assists with the preparation of technical and training documentation;

Assists with second level support on Windows desktop operating system issues;

May be required to provide on-call support and/or work during nights, weekends, and holidays to assist with the resolution of technical problems to minimize the disruption of production systems;

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the components, operation, maintenance and repair of network equipment; good knowledge of data communications and basic electronics terminology; good knowledge of server based operating systems and specialized enterprise wide applications; demonstrated skill in providing technical and systems programming support as well as troubleshooting skills for a variety of LAN and WAN based systems; ability to be flexible in scheduled work hours to meet the needs of the department; ability to communicate effectively, both orally and in writing with other computer workers, such as programmers, managers and outside vendors on equipment and related programs, and end users and other staff who may have no computer background; ability to think logically; ability to provide technical assistance; ability to carry out moderately difficult oral and written directions; ability to work independently; ability to prepare technical documents; ability to get along well with others; tact and courtesy.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science, Computer Technology, Management Information Systems or a closely related field; and, one (1) year of full-time paid, or its' part-time equivalent, verifiable experience in a position which involved responsibility for providing maintenance and support of local area and wide area operating networks in a data center equivalent to that of Ulster County in complexity; OR

B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science, Computer Technology, Management Information Systems or a closely related field; and, three (3) years of full-time paid, or its' part-time equivalent, verifiable experience in a position which involved responsibility for providing maintenance and support of local area and wide area operating networks in a data center equivalent to that of Ulster County in complexity; OR

C. Successful completion of a study program from a regionally accredited or New York State registered college, university or technical training school which included a diploma or certification from a Network Training Program (examples may include but are not limited to CompTIA Network+, CISCO CCNA, or Microsoft MCSA); and, four (4) years of full-time paid, or its' part-time equivalent, verifiable experience in a position which involved responsibility for providing maintenance and support of local area and wide area operating networks in a data center equivalent to Ulster County in complexity; **OR**

D. Graduation from high school, or possession of a high school equivalency diploma and five (5) years of full-time paid, or its' part-time equivalent, verifiable experience in a position which involved responsibility for providing maintenance and support of local area and wide area operating networks in a data center equivalent to that of Ulster County in complexity; **OR**

E. An equivalent combination of training and experience as defined by the limits of A, B, C, and D above.

NOTE #1: When applying, you must supply sufficient information to support your claim that the complexity of the agency from which you obtained your experience is equal to that of Ulster County. In addition, work experience as described in the minimum qualifications must be within the last five (5) years or terminated within the last five (5) years.

NOTE #2: For the purposes of defining local area and wide area operating networks, experience in the following areas will be considered: Windows Server, Cisco-based Wide Area Networks, Virtualization Technologies such as VMWare and Citrix XenApp, Symantec Backup Exec or equivalent, Endpoint Protection and Client Management Software and email administration.

NOTE #3: Certification from a network training program as defined in Minimum Qualification 'C' only may be substituted for one year of the above stated experience for the Bachelor's Degree and Associate's level qualifications only.

ULSTER COUNTY   Adopted: March 3, 2016
4501 NET AST
Classification: Competitive
4499 NETAST HLP
Classification: Non-Competitive
Grade: 17
Union: CSEA