

NETWORK SUPPORT SPECIALIST I

DISTINGUISHING FEATURES OF THE CLASS: This position involves assisting in installing Local Area Networks (LANs) for Ulster BOCES and participating school districts while maintaining the integrity of LANs through the coordination and implementation of equipment, software, troubleshooting, testing and support. The work also includes providing systematic in-depth technical analysis and input into designing LANs and related projects. This position differs from the Network Support Technician by virtue of a higher level of responsibility and complexity of assignments. The work is performed under the general supervision of a higher level employee with leeway allowed for exercising independent judgement in carrying out the details of the work. Supervision is not 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.

Assists in installing Local Area Networks and Wide Area Networks (LANs and WANs);

Troubleshoots and supports LANs and WANs and related projects;

Provides systematic in-depth technical analysis to identify and isolate problems and refers as necessary;

Maintains the integrity of LANs and WANs through coordination and implementation of equipment, software, troubleshooting, testing and support;

Coordinates preventative maintenance and/or corrective programs with vendor service personnel;

Maintains contact with program service desk, checks e-mail and voicemail on a regular basis and responds appropriately and quickly to requests;

Supports district and Instructional Services instructional staff to incorporate the use of technology to improve teaching and learning;

Ensures that records of inventory, maintenance, support and telecommunications services are current and accurate;

Establishes effective communication with district contacts to ensure optimal service delivery;

Keeps supervisor informed of issues and course of action to improve quality of services;

Keeps current on new equipment, software and technologies;

Provides input into designing LANs and WANs and related projects and makes recommendations for improvements;

Provides a written weekly status report to supervisor;

Assists other team members as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the concepts, use and the abilities of Local Area Networks and /Wide Area Networks (LANs and WANs); good knowledge of trouble shooting procedures pertaining to personal computers and related equipment; good knowledge of the tools, terminology and safety precautions involved in equipment repair; ability to maintain records and prepare written reports; ability to understand and follow technical instructions; ability to understand and apply schematic diagrams; ability to get along well with others; ability to communicate effectively both orally and in writing; good organizational and customer service skills; initiative; tact; sound judgment.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a New York State registered or regionally accredited college or university with an Associate's Degree, which included fifteen (15) credit hours* in Computer Science, Management Information Systems, Information Resources Management, Information Technology, or a closely related and one (1) year of full-time paid, or its part-time equivalent, technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment; **OR**
- B. Possession of a diploma or certificate of completion in a program of study in computer networking and/or A+ certification and/or Operating Systems Software Support or substantially similar program from a technical school licensed by the New York State Department of Education and two (2) years of full-time paid, or its part-time equivalent technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment; **OR**
- C. Graduation from high school, or possession of a high school equivalency diploma and three (3) years of full-time paid, or its part-time equivalent, technical experience involving Local/Wide Area Networks and/or technical support in a computer center environment; **OR**
- D. An equivalent combination of training and experience as indicated above.

*Coursework in the use of specific programs such as WORD, EXCEL, or ACCESS and data entry is not acceptable.

Special Requirement: Possession of a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrates the ability to meet the transportation needs of the job.