

NETWORK SUPPORT SPECIALIST II

DISTINGUISHING FEATURES OF THE CLASS: This position involves assisting in the design and installation of Local Area Networks and Wide Area Networks (LANs and WANs) and related projects for Ulster BOCES and participating school districts. The duties of this position also include providing project management in cooperation with a supervisor and assisting with the coordination activities of the Network Support Specialist I's. This position differs from the Network Support Specialist I 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 considerable leeway allowed for exercising independent judgement in carrying out the details of the work. Supervision 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.

Troubleshoots and supports the Local Area Networks and Wide Area Networks (LANs and WANs) and related projects and makes recommendations for improvements;

Assists in the designs of LANs and WANs and related projects;

Installs LANs and WANs;

Upgrades application software on network servers and workstations;

Provides project management in cooperation with supervisor;

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

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

Works on specialized projects;

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

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

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

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

Collaborates with other BOCES or District Technology staff;

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

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

Keeps current on new equipment, software and technologies;

Assists other team members as needed;

Provides a written weekly status report to supervisor;

Assists in coordinating activities of Network Support Specialist I's.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the concepts, use and abilities of Local Area Networks and Wide Area Networks (LANs and WANs); thorough knowledge of trouble shooting procedures pertaining to LANs and WANs; good knowledge of various telecommunication equipment; good knowledge of the tools, terminology and safety precautions involved in equipment repair; ability to understand and follow technical instructions; ability to understand and apply schematic diagrams; ability to get along with others; ability to communicate effectively both orally and in writing; good organizational, project management 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 a Bachelor's Degree, which includes fifteen (15) credit hours* in Computer Science, Management Information Systems, Information Resources Management, Information Technology, or a closely related; **OR**
- B. Graduation from a New York State registered or regionally accredited college or university with an Associate's Degree, which includes fifteen (15) credit hours* in Computer Science, Management Information Systems, Information Resources Management, Information Technology, or a closely related 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. 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 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. Graduation from high school, or possession of a high school equivalency diploma and four (4) 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**

E. 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.

ULSTER COUNTY
4511 N SUP S II
Classification: Competitive
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Adopted: April 11, 2018