

NETWORK SYSTEMS SPECIALIST I

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility for coordinating and supporting the operations of various internal internet infrastructures as well as regional internet systems services supported by the Mid-Hudson Regional Information Center (MHRIC) to component school districts. An incumbent is responsible for monitoring the daily operations of the network systems and providing subsequent on-going maintenance and support of such networks. This position normally resides in the Operations and Programming Department within MHRIC. This position differs from the Network Systems Specialist II by virtue of a lesser level of responsibility and less complex assignments. The work is normally performed under the general supervision of the Operations and Programming Manager 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.

Supports, maintains, and ensures constant Internet connectivity in MHRIC labs and at component school district locations;

Monitors and maintains e-mail systems supported by MHRIC;

Supports and maintains Local Area Network (LAN) software applications on MHRIC staff computers;

Monitors, supports and maintains anti-virus products for MHRIC staff and servers;

Assists in monitoring, supporting and maintaining current operating systems in use at school district and RIC production servers;

Assists with the planning, installation and maintenance of all data communications equipment, terminals, modems, printers, cables, and telephone lines for MHRIC servers and clients;

Maintains back-up system for production servers;

Imports and migrates data to networked workstations in computer lab environment;

Provides first-level technical diagnosis and trouble shooting when referred by the Help Desk personnel;

May coordinate district purchases of preventive maintenance and/or corrective programs (such as anti-virus software packages) with vendors;

Maintains security on all web-based products and databases in the component school districts;

Performs software upgrades and patches on networked PC's, either in the lab using PC Anywhere (or similar) software or on-site in the district;

Provides systematic in-depth technical analysis to identify, isolate and follow-up with problems with networked PC and software functionality;

Meet directly with vendors and make recommendations to districts regarding new equipment;

Assists in monitoring specific applications to ensure appropriate turnaround time for users;

Keeps supervisor informed of repeated problems, resolutions and recommended course of action, including enhancements to software applications;

May receive periodic training and serve as an integral part of the Disaster Recovery Team;

May train administrative and clerical staff on basic office applications software such as Excel, Word Perfect, Lotus, Power Point, etc.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the various internet protocol software products offered at MHRIC; good knowledge of networking computers and data communication devices; good knowledge of the current office applications software available; working knowledge of DOS and Windows operating systems; ability to perform a wide range of technical analysis and troubleshooting tasks; ability to communicate effectively both orally and in writing; ability to establish and maintain good working relationships with customers and vendors; initiative; tact; sound judgement and physical condition commensurate to the duties of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a New York State registered or regionally accredited college or university with a Bachelor's Degree, which included or was supplemented by fifteen (15) credit hours* in Computer Science, Data Processing, Information Systems, Information Technology, Management Information Systems, Business or closely related field and one (1) year (full-time paid, or its' part-time equivalent) technical experience in a computer center environment; **OR**
- B. Graduation from a New York State registered or regionally accredited college or university with an Associate's Degree, which included or was supplemented by fifteen (15) credit hours* in Computer Science, Data Processing, Information Systems, Information Technology, Management Information Systems, Business or closely related field and three (3) years (full-time paid, or its' part-time equivalent) technical experience in a computer center environment, **OR**
- C. Graduation from high school, or possession of a high school equivalency diploma and five (5) years of technical experience 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 demonstrate their ability to meet the transportation needs of the job.

ULSTER COUNTY
4505 NS SPEC I
Classification: Competitive
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Adopted: December 22, 2003