

NETWORK SYSTEMS SPECIALIST II

DISTINGUISHING FEATURES OF THE CLASS: This position involves the responsibility for overseeing the overall operations of the Local Area Network (LAN) and Wide Area Network (WAN) systems within the Mid-Hudson Regional Information Center (MHRIC) as well as providing technical services to component school districts. An incumbent is responsible for managing the daily operations of the network systems and providing subsequent on-going maintenance and support of such networks. Additionally, an incumbent is responsible for research and development on information technology products and services. This position normally resides in the Operations and Programming Department within the Mid-Hudson Regional Information Center (MHRIC). This position differs from the Network Systems Specialist I by virtue of a higher level of responsibility and complexity of 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 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.

Designs LAN/WAN workstation and network systems, servers, hubs, and integrated lines for MHRIC and client servers;

Monitors, supports and maintains internal MHRIC network infrastructures;

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

Provides customers with first level diagnosis and trouble shooting on Internet protocol issues;

Installs LAN/WAN software upgrades and patches as available;

Performs research and development on all future LAN/WAN equipment, software and applications;

Performs evaluations and analysis of all new Internet or web-based products;

Meets weekly with MHRIC technical and Help Desk staff to recommend enhancements to hardware, software and applications based on discussions with MHRIC applications staff;

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

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

Oversees and participates in the maintenance of 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;

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

Meets directly with vendors and makes recommendations to districts regarding new equipment;

Maintains the MHRIC computer lab equipment and software, ensuring constant connectivity;

Monitors specific applications to ensure appropriate turnaround time for users;

Keeps apprised of repeated problems, resolutions and recommended course of action;

May act as technical liaison between MHRIC and data communication equipment vendors;

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

Responsible for ensuring uninterrupted power service to MHRIC systems;

May attend training and continuing education courses to keep current to improvements and emerging network technologies;

May train MHRIC staff members in the role of Internet protocol products offered.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the various internet protocol software products offered at MHRIC; thorough knowledge of networking computers and data communication devices; good knowledge of the current office applications software available; good knowledge of DOS and Windows operating systems; ability to design, install, update and maintain LAN/WAN networks; 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 three (3) years (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 five (5) 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 seven (7) 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 demonstrates their ability to meet the transportation needs of the job.

ULSTER COUNTY
4506 NS SPEC II
Classification: Competitive
4517 NSPII HLP
Classification: Non-Competitive
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Adopted: December 22, 2003