

NETWORK SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This technical position involves responsibility for administering and participating in the maintenance and operation of computer networks to various departments of the county. The work involves analyzing hardware and software network problems, researching new products, and coordinating workshops. The employee reports directly to and works under the general supervision of a higher level staff member. Does related work as required.

TYPICAL WORK ACTIVITIES:

Administers microcomputer networks and is part of the communications and connectivity team;

Analyzes and takes corrective action of computer and data communications hardware and software network problems;

Assists with the operational budget for the networks and their activities;

Demonstrates and trains users in the operation and maintenance of computer hardware and software;

Researches, tests, evaluates and recommends software for the networked environment;

Configures department work stations and network servers;

Consults with vendors, distributors and users regarding the purchase of computer hardware and software for the network servers;

Assists with proposals to help improve work flow including cost estimate for systems;

Analyzes computer processing requirements to plan a system that will provide capabilities required for projected work loads;

Coordinates and conducts computer workshops for users to provide up-to-date information and support;

Plans and implements recommendations for network server system upgrades;

Plans, coordinates, and implements security measures to safeguard information in computer files against accidental or unauthorized modification, destruction, or disclosure;

Assigns computer access passwords to employees for network environment;

Installs hardware and peripheral components, loads software packages, such as operating systems, word processing or spreadsheet programs into network servers;

Diagnoses and solves system hardware and software problems;

Responsible for backup and restores network servers;

Coordinates installation of computer operating system software and tests, maintains, and modifies software, such as task scheduling, memory management, computer file system, or controlling computer input and output;

Evaluates factors such as number of departments serviced by data processing equipment, reporting formats required, volume of transactions, time requirements and cost constraints, and need for security and access restrictions to determine hardware configurations;

Enters code, analyzes, reviews and alters programs to increase operating efficiency or adapt to new requirements;

Provides support and assistance to individuals and groups using the network.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of network operating systems such as Novell Netware 3.X or better, OS/2 Warp or NT Server;
Good knowledge of micro-computer and related product technology;
Good knowledge of logical operations of micro-computers and data communications devices;
Good knowledge of local and wide area network administration;
Working knowledge of data processing methodology and techniques including documentation of data security;
Ability to define and recommend micro-computer hardware and software;
Ability to detect and resolve micro-computer breakdowns and problems;
Ability to write proposals and cost estimates;
Ability to develop and conduct workshops related to micro-computer operation and maintenance;
Ability to deduce problems logically;
Ability to configure work stations and local and wide area networks;
Computer literacy;
Ability to establish and maintain effective working relationships;
Ability to train others in micro-computer system operations.

MINIMUM QUALIFICATIONS: Either:

- A) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree or higher in computer science, computer technology, data processing, management information systems, information resource management, or related field, and one (1) year of experience involving the installation of micro-computer hardware and software and configuration and administration of local and wide area networks; OR
- B) Graduation from a regionally accredited or New York State registered two-year college with an associate degree in computer science, computer systems technology, data processing, management information systems, information resource management, or related field, and three (3) years experience as defined in A) above; OR
- C) Five years full-time or its part-time equivalent experience as defined in A) above; OR
- D) An equivalent combination of training and experience as defined by the limits of A), B), and C) above.

SPECIAL NOTE - WHEN EMPLOYED BY THE BROOME COUNTY INFORMATION TECHNOLOGY DEPARTMENT: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.