

April 10, 2019

VACANCY ANNOUNCEMENT  
PROMOTION/TRANSFER

VACANCY: Network Support Specialist - IT

SALARY: 37F - \$26.97 to \$40.13 per hr. (hired before 7/1/2003)  
\$26.97 to \$38.57 per hr. (hired after 7/1/2003)

Full Time – 40 Hour work Week

NATURE OF WORK: **Please read attached job description.**

HOW TO APPLY: Applications for Promotion/Transfer are available  
in the Personnel Department, City Hall, Room  
#235. Office hours are Monday through Friday  
8:00 A.M. to 5:00 P.M.

QUALIFICATIONS: Bachelor's Degree or equivalency from an accredited college or  
university in Computer Science or a closely related field,  
certifications/experience may be acceptable. Technical training  
in PC'S infrastructure and networks. At least three years of  
progressively responsible experience providing technical  
network support administration.

LAST DATE TO APPLY: Wednesday, April 17, 2019

## **Network Support Specialist**

### **General Description**

This is responsible work in the Information Technology Department (IT) involving the administration, maintenance and support of the citywide network communications infrastructure including all City departments, Public Safety and Board of Education.

The required work is complex and involves responsibility for the maintenance of the city's Wide Area Network (WAN), Local Area Network (LAN), Internet/Intranet and the support of all network related equipment including Windows network servers, routers, bridges, firewalls, switches, wireless connections, Wi-Fi, bridges, Phone system and cabling.

This position is also the primary support for all systems administration on the City Network. This includes the network maintenance of user databases, ensuring that appropriate network securities (physical and logical) are implemented and maintained as required. This work requires that the employee have considerable knowledge of network operating systems (Windows server 2008, 2012, 2016), network protocols (TCP/IP), Exchange, DFS, WSUS and all network related equipment. The Network Support Specialist will work under the general supervision of the IT Manager.

### **Examples Of Work:**

Provides network hardware /software support and administration for and Windows Server/Active Directory, file systems and multiple Internet Service Providers(Internet) including installation and upgrades of network operating system updates, peripherals, user/group maintenance, Data Networking Service (DNS) and Network Integrated Systems (NIS) service configuration.

Performs setup, installation, configuration and maintenance of all local and remote file servers, routers, hubs, bridges, gateways and other related peripherals.

Administers additions/changes/deletions of users. Maintains group affiliation and performs appropriate security functions.

Executes backups for network servers, checks logs, and restores user files when requested. Participation in the documentation processes including network diagrams, staff contacts, vendor contacts, utilization of monitoring/resource/inventory management tools.

Installs and maintains all server/client software/hardware. Plans and documents any software upgrades or new installs. Maintains an inventory of all server/client software/hardware.

Troubleshoots all network-related problems and connectivity issues.

Keep current with industry hardware, software and practices. Reviews, evaluates and recommends new products for potential department use. Facilitates office automation through the evaluation of these server products. Takes corrective action as necessary.

Performs other related work as assigned by the IT Manager.

## **Network Support Specialist (continued)**

### **Desirable Knowledge, Skills and Abilities**

Knowledge of network operating systems, protocols, and software including Windows 95, Microsoft Office, Windows Server, TCP/IP, and network management software (Cisco).

Knowledge of Internet/Intranet server software.

Ability to install, configure and maintain all network related hardware and software.

Ability to effectively troubleshoot all network related problems.

Ability to work with minimal supervision and to prioritize and manage workload.

Ability to communicate effectively with all users having varying levels of computer expertise.

Ability to establish and maintain effective working relationships with co-workers, vendors and members of other city departments.

### **Desirable Training and Experience:**

Bachelor's Degree or equivalency from an accredited college or university in Computer Science or a closely related field, certifications/experience may be acceptable. Technical training in PC's infrastructure and networks. At least three years of progressively responsible experience providing technical network support and network administration.