CLASSIFIED JOB DESCRIPTION

NETWORK SUPPORT SERVICES SPECIALIST
(SEIU Local 1021 Salary Range 92)
Job Code: 983

CLASS PURPOSE

Under direction and supervision, the incumbent provides campus-wide technical support for users of all Information Technology (IT) supported systems, applications and services; performs simple to complex computer operations and production support duties; may install, maintain, upgrade and repair computer hardware and software and peripheral equipment; and serves as a technical advisor on difficult and complex network, communication and configuration issues. A Senior College Information Systems Analyst may serve as work lead. Performs related duties as assigned.

EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Serves as a member of the campus-wide IT services team designated to troubleshoot, diagnose and resolve hardware, software and peripheral problems; documents actions taken in response to problems and requests; advises and assists users with technical issues related to computer hardware, software and peripherals.

- Assists in the design, development and maintenance of the campus network infrastructure; installs, integrates and maintains the network physical infrastructure incorporating multiple technologies and protocols; installs, upgrades, replaces, configures, integrates and maintains network hardware, software and devices, including servers, switches, routers, bridges, gateways and cabling and other wiring equipment.

- Troubleshoots, diagnoses and resolves server connectivity and performance issues; administers network standards. Assists in monitoring and analyzing network traffic and other conditions to achieve optimal performance and uptime; analyzes data to minimize network congestion.

- Provides technical advice, solutions and field assistance to user support staff; develops tools to assist staff in deploying software, configuring settings and troubleshooting and resolving a variety of workstation problems; performs advanced troubleshooting on network hardware, software and connectivity problems.

- Assists with the implementation and maintenance of smart classroom educational technology hardware, software and peripheral equipment.

- Works in coordination and collaboration with other information technology staff at the colleges and district office, as needed.

- Provides assistance in the maintenance and troubleshooting of AV and multimedia production equipment when necessary, including specialized video, photographic and sound equipment; coordinates manufacturer repair (of warranted equipment) or specialized local vendor repair (for non-warranted equipment); schedules on-site repairs as needed and tracks repair related expenditures for inclusion in fiscal reports.

- Provides assistance in the configuration, installation, and administration of the LANs connecting individual computers.

- Advises faculty and staff on new IT-related software, implementations and updates regarding IT policies and procedures.

- Connects/disconnects, and moves workstations, cabling, wiring, routers, and bridges as needed.

- Responds to incoming IT issues/calls, as assigned.

- Monitors trends and developments in systems, networking and multi-platform communication technologies; consults with vendors and other sources on industry and product direction, functionality and capabilities.

- Assists with the research and evaluation of hardware and software for compatibility, serviceability, design and performance; develops specifications and recommends the purchase of computer/network-related hardware and software.

- Places services repair calls for equipment with outside services, when needed. Cleans equipment as needed.

- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1. Completion of an associate's degree in Computer Information Systems and 3 years of experience in operating desktop computers and LANs including experience in troubleshooting software and hardware problems; or an equivalent combination of education and relevant work experience may be substituted for education/experience on a year-by-year basis.

2. Examples of relevant experience:

   Knowledge of:

   - Installation of personal computer software including word processing, spreadsheet, database management applications and mulitmedia equipment

   - Organizing and conducting training sessions with non-technical PC users

   - Troubleshooting Mac and PC software, hardware and user problems

   - Mac Computers and Mac Networking

   Ability to:

   - Interpret a variety of instructions provided in written, oral, diagram, or schedule form.

- Work as part of a team and present information and respond to questions from managers and staff in an effective manner

- Solve practical problems and deal with a variety of variables in situations where only limited standardization exists.

3. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

DESIRABLE QUALIFICATIONS

- Bachelor's degree from an accredited college or university with major course work in computer science, information science, computer information systems or a related field.

- Two years related experience and/or training configuring and installing LAN equipment such as file servers, workstations, print servers, and data communications.

- Industry recognized certification of any type.

- Experience in working in a community college with diverse student and staff population.

ENVIRONMENTAL DEMANDS

- Occasional work performed alone

- Constant work around and with people

- Work schedule flexibility

PHYSICAL REQUIREMENTS

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs

- Occasional lifting and carrying up to 25 lbs.

- Occasional pushing and pulling up to 40 lbs.

- Occasional twisting of body

- Occasional use of manual dexterity

- Frequent use of tactile acuity

- Occasional use of visual acuity from a distance, with depth, and for color

- Frequent work at a rapid pace

- Frequent reaching, high, low, and level

- Frequent audio acuity at all ranges, including speech

- Frequent visual acuity for reading

- Constant sitting

- Constant use of clear oral communication

TOOLS AND EQUIPMENT USED

- Standard Office Equipment.

Revised: N/A