COMPTON COMMUNITY COLLEGE DISTRICT
EL CAMINO COLLEGE - COMPTON COLLEGE

NETWORK SUPPORT SPECIALIST

FLSA: EXEMPT
RANGE 33

POSITION DESCRIPTION:
Under the direction of the Systems and Network Support Manager, the employee receives assignments and is expected to carry them through to completion with substantial independence.

ESSENTIAL DUTIES/FUNCTIONS:
- Participates in the design of computer networks that integrate data communications to, from, and within the College. Develops specifications and functional requirements for networks including those for administrative and institutional use.
- Participates in troubleshooting and resolves complex network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail, and file servers. Works with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems.
- Administers, implements, and maintains the network including operations planning and design, work order generation, moves, adds, changes, fault prediction, trouble detection/correction, traffic measurement, circuit analysis, path testing, and general maintenance.
- Assists in development of policies. Creates and maintains standard operating procedures. Maintains system log files and audit files. Creates and maintains complete network documentation including schematics, user accounts, configuration files, and reports.
- Configures, installs, and maintains system parameters, network addresses, directory structures, security, and network server software. Ensures continuous operations and security, responding to incidents as they occur.
- Researches, determines, defines, and proposes changes and upgrades to network infrastructure, operating systems, and applications to ensure continuous operations, desired performance and service. Determines specifications, installation procedures, and administration and maintenance requirements of hardware platforms and operating systems.
- Establishes and enforces system standards, protocols and procedural controls for operation of the network systems including remote access servers.
- Researches and recommend enhancements to network and server systems, and assists in evaluation/selection of network and/or server equipment and/or software.
- Using a variety of network test equipment, identifies and diagnoses problems, then repairs, replaces and restores hardware and/or updates software.
- May participate with applications developers and programmers to design custom programs and access.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
- Thorough knowledge of complex principles and procedures of computer systems, including applications system design, analysis, testing, and implementation.
- Knowledge of wired/wireless LAN/WAN architecture; firewalls; network security and monitoring
- Internet/intranet network technology and solutions, server technology, web services, client/server technology, Virtual Infrastructure Technologies, Storage Area Networks
- Progressive knowledge in systems design and development in order to respond to language change and new requirements.
- Specialized professional knowledge of personal computers networks; principles and practices of data processing and systems administration, including connectivity between network servers; database structures and design; and mid-range computers.
- Must have in-depth knowledge of Open VMS and Microsoft operating systems.
- Well-developed communication skills to convey highly technical concepts to a wide range of internal contact and deal effectively with external contractors.
- Skills at conducting training and facilitating small group processes.
- Network support services operations.

ABILITY TO:
- Demonstrate interpersonal and communication skills in working with users to interpret and provide appropriate solutions.
- Perform recurring and time-dependent tasks.
- Explain and interpret the functions and capabilities of a computer to individuals not directly engaged in electronic data processing activities.
- Determine the needs of individual departments, and to work with other departments to schedule work.
- Operate computer equipment including mainframe and peripheral computer equipment generally associated with data processing operations.
- Identify errors and make appropriate corrections and perform minor maintenance on the equipment.
- Maintain productive and cooperative working relationships with others.

EDUCATION AND EXPERIENCE:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

- Bachelor's degree or equivalent from an accredited four-year college or university
- A minimum of 4 years of experience as a network administrator or a related field
- Relevant hands-on experience, preferably within a college or other government organization
- Cisco certifications desired

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.