San Diego Community College District
CLASSIFICATION DESCRIPTION

Title: **District Network Specialist**

Staff Type: **Classified**
FLSA status: **Non-Exempt**

Unit: **Office Technical**

Salary Range: **30**

DEFINITION

Under the direction of an assigned supervisor or manager, perform a wide variety of highly specialized technical support in the design, installation, and maintenance of computer and server hardware and software, printers, networking equipment, and wide area network communication equipment for campus or Continuing Education sites.

Positions in this classification provide campus-wide support of multiple instructional, non-instructional, administrative, and continuing education environments. This position may act as a lead and coordinate work teams comprising Microcomputer Specialists and Instructional Lab Technicians.

EXAMPLE OF DUTIES

1. Design, install, manage, support, and upgrade local area networks in order to optimize operating efficiency.

2. Configure and install network servers as assigned.

3. Train and assist faculty, staff, and students in the use of computers, software, and related peripherals.

4. Support network and PC desktop multi-function printer drivers and assist personnel with printing, faxing, and copying tasks.

5. Install pre-imaged desktop computers. Copy user files to new machine and migrate or reinstall software.

6. Create and maintain desktop computer configurations and disk images for individual upgrades and/or entire instructional computer lab configurations. Perform all operating system and application updates as required. Run diagnostic tests and oversee equipment repairs for computers, printers, and other peripheral equipment according to District procedures.

7. Support audio/visual (AV) presentation room configurations which may include vendor laptop interconnectivity, multiple laptops configured on wireless networks, running presentation software on AV projectors, sound system interfaces, and coordinating with AV vendors to install, upgrade, tune, and repair AV systems.

8. Coordinate with Help Desk Services to identify trends in support of computer or network related equipment and services to better meet the needs of the campus or site.

9. Perform preventive maintenance on computers, peripherals, servers, and networking equipment as identified.

10. Serve as support liaison between campus and central Information Technology staff to coordinate specific tasks for computer and network support.

11. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

District organization, operations, policies, and objectives.
English usage, grammar, spelling, punctuation, and vocabulary.
LAN topology, protocol, and specifications.
Principles and practices of work direction and training.
Principles, practices, and procedures of computers, computer laboratories, client/server systems, and the computer science field.
Programming languages, operating systems, application software, coding languages, and editors.
Record-keeping techniques.
Safety regulations involving computers and electrical equipment.
Technical understanding of digital electronics and hardware diagnostics.

Skills and Abilities:

Assemble, maintain, and perform minor repairs on computer equipment and peripherals.
Communicate effectively both orally and in writing.
Create and maintain desktop computer configurations and disk images.
Creatively solve problems.
Demonstrate competence in the field of computers.
Design, install, and maintain local area networks.
Ensure the care and security of assigned equipment, materials, and supplies.
Establish and maintain effective working relationships with others.
Install pre-imaged desktop computers.
Issue and receive equipment and supplies.
Lift heavy objects up to 50 lbs.
Maintain records and prepare reports.
Meet schedules and time lines.
Plan and organize work.
Relate effectively with people from varied cultural and socio-economic backgrounds.
Support anti-virus/anti-spyware software.
Train and assist faculty, staff, and students in the use of computers, software, and related peripherals.
Train and provide work direction to others.
Troubleshoot network connectivity issues.
Understand and follow oral and written directions.
Work cooperatively with others.
Work independently with little direction.

Training and Experience:

Any combination of training and experience equivalent to: satisfactory completion of 15 semester units of courses related to Computer Science and two years of successful work experience in the field of computer science, telecommunications, or computer networking. Network Engineer Certification (NEC) preferred.

WORKING CONDITIONS

Physical Requirements:

Category II. Lift heavy objects up to 50 lbs. Climbing and manual dexterity required for cabling and installing electronic components.

Environment:

Potential electrical hazards exist if precautions are not observed.

04/2018