San Diego Community College District
CLASSIFICATION DESCRIPTION

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Job Code: J1434
Original Date: 07/2009
Last Revision: 04/2018
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 32

Title: **Enterprise Network Specialist**

Unit: **Office Technical**

DEFINITION

Under the direction of the Manager, Network and PC Services, and the Enterprise Network Specialist Supervisor, perform a wide variety of highly specialized technical tasks to support the design, installation, and maintenance of wide area networking hardware and software. Positions in this classification support core network infrastructure subsystems to ensure all networks and Internet-related services are available to all District sites.

Positions in this classification provide districtwide support of multiple core infrastructure subsystems that service all campus computing needs, including administrative, instructional, and contract education environments. This position may act as a lead and coordinate work teams comprising Microcomputer Specialists and campus based Network Specialists, requiring a variety of areas of technical expertise.

DISTINGUISHING CHARACTERISTICS

The Enterprise Network Specialist classification is distinguished from the campus or Continuing Education site-based Network Specialist classification in that positions assigned to the former classification provide districtwide support of wide area networks and Internet specific equipment and services. Incumbents work independently, but may lead teams of campus Microcomputer Specialists and campus-based Network Specialists in the design and installation of major network infrastructure projects.

EXAMPLE OF DUTIES

1. Perform specialized technical tasks in support of the design, installation, and maintenance of the wide area network.

2. Install, upgrade, and manage network infrastructure subsystems, such as Exchange email, Internet email, DNS, Active Directory, DHCP, firewall, Web services, and authentication.

3. Communicate with campus Network Support Specialists and Help Desk staff for any system outages and coordinate all service downtimes according to Information Technology Department policies and procedures.

4. Maintain Server operating system patches and updates to ensure a secure computing environment, including anti-virus, anti-spyware, and anti-spam updates.

5. Monitor subsystems as specified and respond to automated messages and Help Desk calls regarding core infrastructure subsystems.

6. Proactively maintain and monitor all web servers; perform preventive maintenance on all server and networking hardware as specified by the manufacturers' and department procedures.

7. Coordinate upgrade activities with all appropriate personnel and end-user departments.

8. Train and assist coworkers, faculty, staff, and students in the use of network services.

9. Coordinate with Help Desk Services to identify trends in support of computer or network related equipment or services to better meet the needs of the faculty and staff.

10. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

    District organization, operations, policies, and objectives.
    Email system concepts with working knowledge of MS Exchange and SMTP email systems.
    English usage, grammar, spelling, punctuation, and vocabulary.
    LAN and WAN topologies, protocols, and support procedures.
    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.
    Telecommunication equipment.

Skills and Abilities:

    Assemble, maintain, and perform minor repairs on computer equipment and cabling terminations.
    Communicate effectively both orally and in writing.
    Creatively solve problems.
    Demonstrate competence in the field of computers, networking, and various cabling media.
    Design, install, and maintain wide area networks.
    Ensure the care and security of assigned equipment, materials, and supplies.
    Establish and maintain effective working relationships with others.
    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.
    Train and provide work direction to others.
    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 30 semester units of courses related to Computer Science and three years of successful work experience in the field of computer science, telecommunications, or wide area 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