NETWORK SYSTEMS OPERATIONS SPECIALIST

DEFINITION

Under the general supervision of the Manager, Technology Services, works closely with the Network Administrator on all aspects of network maintenance and operations; initiates, operates, controls, troubleshoots and performs minor maintenance on the college network hardware, software and peripheral equipment; provides support to personal computer and network users; configures installs and connects to the college network personal computer hardware and software; and performs related duties as required or assigned.

CLASS CHARACTERISTICS

This class is the specialist support position for college networks and their attached computers and peripherals. Under general supervision, independently performs a full range of network operations, troubleshooting, user assistance and training on the college’s networks (currently Novell 4.11 and Windows NT 4.0). Responsibilities include significant user interface installation and instruction as well as personal computer hardware and software installation and networking (Macintosh and PC) and requires a broad understanding of personal computer applications for both the academic and administrative setting. This position works closely with both the Network Administrator and the Computer Systems Maintenance Technician to optimize the college networking systems and ensure maximum service and uptime.

EXAMPLES OF DUTIES (Illustrative Only)

- Monitors and maintains the college network and computers
- Monitors and maintains system status
- Loads systems patches and files
- Configures equipment in accordance with operating instructions
- Operates and monitors system consoles
- Reviews operator logs to determine system uptime and equipment status
- Documents maintenance and repair services due, etc.
- Creates requested accounts
- Diagnoses, troubleshoots, reports and resolves interruptions or problems in processing, software or hardware, if possible
- Monitors print servers and responds to problems appropriately
- Contacts supervisor or calls for service as appropriate
- Maintains local CR printers, cleans tape drives and performs related minor system maintenance
- Maintains the backup library
- Logs media into the library, prepares labels and maintains records of media usage
- Sets up, configures and operates telecommunications and/or networking equipment
EXAMPLES OF DUTIES (continued)

- Installs, tests and troubleshoots personal computer, local area network and related hardware, wiring and software
- Processes orders for hardware and software for predetermined vendors
- Maintains inventory and related records of personal computer hardware, software, licensing agreements, etc.
- Works with all college users regarding personal and online applications
- Monitors the network server room equipment and environment and follows procedures for required or corrective action when necessary
- Monitors on-line systems and responds to inquiries from computer users
- Provides technical assistance and instruction to users in assigned areas
- Operates printing and other related support equipment
- Maintains logs and records related to the work performed
- Documents all procedures including software load procedures
- Performs related duties as required or assigned

QUALIFICATIONS

NOTE: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

- Techniques and terminology used in the operation of networking systems compatible with College hardware and software
- Applicable operating environments, commands and structures (Novell, MS DOS, Windows 3.x, Windows 95/98, Windows NT, Macintosh through System 8.x)
- Initialization, operating, backup and restore procedures for the common networking systems
- Personal computer and network hardware and software, it's operations and principles
- Microcomputer applications commonly used in the college environment
- Business mathematics

Skill in and ability to:

- Operate and monitor the college network systems
- Setting up peripheral equipment
- Perform minor maintenance to printers, tape drives and other related equipment
- Monitor and respond to equipment and system status/error messages
- Confer with users and programmers to troubleshoot and network access problems
- Provide instruction to users in hardware and software capabilities, application and operations
QUALIFICATIONS (continued)

Skill in and ability to: (continued)

- Organize, prioritize work appropriately, and meet assigned deadlines
- Maintain accurate logs, records and trouble reports
- Develop written documentation of procedures used in a clear, concise and readable format
- Respond orally in a direct, accurate and concise fashion
- Read, analyze, process and interpret technical manuals, procedures and instructions
- Define problem areas, collect and evaluate data, and make appropriate recommendations
- Make arithmetic calculations accurately and rapidly
- Attend to and analyze detailed information
- Exercise discretion and safeguard the confidentiality of information
- Understand and follow oral and written directions
- Trace, identify, and resolve hardware and software malfunctions
- Appropriately respond to system-generated messages
- Safely operate an automobile or comparable vehicle for personal transportation to work sites
- Establish and maintain effective working relationships with those contracted in the course of work

Other requirements:

- Must be able to safely lift and move boxes and equipment weighing up to 40 pounds, and to move heavier equipment with assistance
- Must be able to crawl, bend, stoop, and work in small spaces, and walk and stand for extended periods of time
- Must be willing to work days, evenings, and weekends at on and off-campus locations
- Must possess and maintain a valid California driver's license and a safe driving record, in order to drive vehicles, including college carts

Education and Experience:

A typical way of gaining the knowledge, skills and abilities outlined above is:

Equivalent to graduation from high school and two years of experience with personal computers in a networked environment or additional technical networking or computer education at a College level. Some college-level coursework in networking systems is desirable.

Established: February 1, 1999