

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Network Support Specialist

BASIC FUNCTION: Under the direction of the Network Manager, configures, installs, monitors, and maintains network services and equipment.

PROVIDES WORK OR LEAD DIRECTION TO: Provides relief support for permanent full-time staff – no staff to supervise.

REPRESENTATIVE DUTIES:

1. Assists Network Specialist in the installation, configuration, and deployment of network electronics attached to the District Network.
2. Using established procedures, sets up accounts for Active Directory, email, wireless, and other user authenticated resources.
3. Maintains network diagrams and visual tools keeping them updated with the latest changes to the network.
4. Prepares reports on server data storage and infrastructure resources.
5. Participates in the preventive maintenance of active network equipment documenting configuration and status.
6. Keeps accurate records of network electronics in inventory as well as active on the network.
7. Develops and maintains detailed accounting of inventory used to contract with vendors for the repair and replacement of failed equipment.
8. Evaluate and test failed equipment in conjunction with vendor technical support and acquire Return Merchandise Authorizations when appropriate.
9. Evaluates, installs, and maintains end-user shared network resources (printers, scanners, network copiers, etc.)
10. Analyze and resolve user problems related to data network connectivity.
11. Provides support and facilitates procedures on backup media for Network Specialists at remote sites.
12. Supports Micro Support related to network issues as directed.
13. Is responsible for the resolution of assigned work orders analyzing and resolving user problems related to data network connectivity.
14. Participates in District-provided in-service training programs.
15. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
16. Performs other duties, related to the position, as assigned.

EDUCATION: An associate's degree in a related field providing the knowledge of microcomputers and their operating systems is required.

EXPERIENCE: At least twelve continuous months experience working on network equipment in a network environment is preferred.

LICENSES/CERTIFICATIONS: a current certification in A+, Net+, MCP, MCSA, CCNA, or other network related certifications are preferred.

KNOWLEDGE OF: Basic Information Systems, Switches, routers, UPS, ATS, metered and switched PDUs, wireless APs, DHCP, DNS, and server operating systems. Microcomputers and operating systems.

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ABILITY TO: Understand and follow oral and written directions; establish and maintain an effective working relationship with instructors, students, staff, and the public. Communicate effectively both verbally and in writing. Use and operate standard hand and power tools typically found in the networking field.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff, and the community.

CONTACTS: Co-workers, instructors, students, and administrators.

PHYSICAL EFFORT: Must be able to lift up to 50 pounds and climb ladders and steps.

WORKING CONDITIONS: All types of conditions and environments marginally suitable for network electronics. Can include limited hot and cold, loud, dusty, and cramped closets.