

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CLASSIFIED POSITION¹

JCN: 291
RANGE: 154
NON-EXEMPT

NETWORK SERVICES SPECIALIST

BASIC FUNCTION:

Under the direction of the Director of Network and Information Technology or assigned supervisor, perform a variety of intermediate technical duties in the installation, setup, monitoring, evaluation, maintenance, repair, modification and operation of local area networks (LANs), and wide area networks (WANs) for the county office and school districts in the Fresno County region.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Operate as tier two network support in a three-tiered system, with tier three support being the highest level; serve as the first responder to gather information, troubleshoot and attempt to resolve issues related to network support before escalating to tier three; serve as direct escalation support for tier one networking requests and issues; assist with tier one networking support as needed; escalate network support requests to tier three network support when advanced assistance is needed; assist Network Services Analyst as needed.
- Carry out an assortment of intermediate duties, including but not limited to, the installation, setup, preservation, troubleshooting, diagnosis and repair of network hardware, network configurations, software and other technology equipment.
- Frequently monitor the work order system for tier two network support requests to address and resolve a variety of intermediate network technology issues in timely manner.
- Inspect, troubleshoot, diagnose and resolve network systems, problems, malfunctions, hardware, cabling, and related equipment to ensure proper operation.
- Install, configure and update network monitoring tools and servers.
- Maintain a variety of records related to network systems, equipment, user stations and assigned activities.
- Modify existing network hardware and equipment as directed.
- Monitor and evaluate network systems to ensure proper operation.
- Monitor and maintain inventory levels of network system parts and equipment as assigned.
- Move furniture and equipment as needed.
- Operate and maintain networking systems, applications and technologies setup by tier three Network Services Analyst.
- Perform a variety of system administration activities including establishing and maintaining user accounts, e-mail accounts, internet connectivity and designated programs as assigned.
- Perform intermediate investigative testing on computers, network equipment and their configurations as needed.
- Offer intermediate level support for installing, configuring, troubleshooting, and maintaining VOIP telephony systems and end user configurations.
- Perform tasks and assignments on mid-level networking projects to enhance systems for business operations.
- Provide intermediate router installation, configuration, maintenance and troubleshooting.
- Provide intermediate support for various networking equipment and operating systems from various manufacturers.
- Setup, audit and troubleshoot monitoring solutions for network systems, applications and various technologies.
- Test, evaluate and maintain servers and network system security.

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- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively with assigned supervisor and team members to assure the effective and efficient operation of the assigned program.

OTHER DUTIES:

- Assist team members as needed and/or assigned.
- Drive a vehicle to conduct work, using own transportation.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- A variety of computer networking technologies, systems and languages.
- Configuration of various Cisco equipment and operating systems including routers, firewalls, switches, VOIP and servers.
- Current technological developments/trends in area of expertise.
- Hardware\software maintenance and support.
- Intermediate – configuration of various Cisco equipment and operating systems including routers, firewalls, switches, VOIP and servers.
- Intermediate configuration and operation of Palo Alto Next Generation Firewall.
- Intermediate Inter-network and Intra-network design and analysis.
- Intermediate knowledge of routers, firewalls, next generation firewalls, switches and UNIX\Linux systems.
- Intermediate practices, techniques, supplies, resources and procedures involved in the installation, setup, upkeep, fixing, alteration and operation of LANs, WANs and related equipment.
- Microsoft Office suite including, but not limited to, Word, Excel, Access, PowerPoint and Outlook.
- Networking monitoring applications.
- Principles, theories and techniques of LAN and WAN design.
- Processes for data circuit deployment and provisioning.
- Technical report writing.
- Telecommunication technology, multimedia applications, and distance learning concepts and hardware.
- Various operating systems including but not limited to UNIX, Linux, Macintosh, and Windows.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.

- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Manage individual calendar and effectively meet schedules and timelines.
- Maintain various daily records and graphical documentation.
- Maintain records related to work performed.
- Operate a variety of hand and power tools, technical equipment, testers, meters, and equipment utilized in the maintenance and repair of network systems.
- Order and receive parts and equipment as appropriate.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's degree in computer science or related field preferred.

EXPERIENCE:

- Two years of experience involving the installation, configuration, maintenance, repair, modification and operation of network systems and related equipment preferred.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with County Superintendent.
- This position requires a pre-placement medical assessment (paid for by FCSS) at a clinic selected by the county office. Any offer of employment is contingent upon successful certification by designated physician that applicant is able to perform essential functions of the job, with or without reasonable accommodations.

WORKING CONDITIONS:

ENVIRONMENT:

- Drive a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.

- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to fifty (50) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification, however it is intended to accurately reflect the principal job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: July 1, 2004
Revised: April 3, 2014
Revised: October 1, 2017