



Dallas County Community College District

Job Descriptions

Job Title: Network Support Specialist I

JTC: TCK

Salary Range: N04

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Performs entry-level network support functions. Works with administrative/educational applications and network systems, assists with the development, implementation, and maintenance of same. Works under close supervision with minimal latitude for the use of initiative and independent judgment.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Requires working knowledge of relevant operating system environments, such as Novell, UNIX, and Windows Servers. Must be able to interpret and communicate policies, procedures and best practices to all levels of staff. Must be able to comply with guidelines, policies and procedures regarding network security.

Must be able to perform network maintenance to ensure networks operate correctly with minimal interruption. Ability to exercise logic and reasoning to define problems, establish facts and draw valid conclusions. Must be able to make basic decisions that support business objectives and goals. Ability to analyze workflow and security requirements.

Demonstrated knowledge of practices, principles, and techniques related to computer operations, information systems, and computer software/hardware. Must be able to work independently and in a team setting and/or environment with diverse stakeholders and constituents to ensure end-users needs are met.

Must be able to provide support in the use of computer network systems and equipment. Ability to train users in procedures related to network applications software or related systems. Must be able to multi-task and adapt to changes in a fast-paced and evolving environment.

Must have the ability to interpret technical information and present it effectively both orally and in writing to a wide variety of diverse external professionals and in-house staff. Ability to provide excellent customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 50 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associates degree with one (1) year of experience in related field. Official transcript will be required. A valid Texas driver's license is required to travel throughout the DCCCD area to all college/locations. On-call, work hours may extend beyond the normal, eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis*** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Analyzes network data to determine network usage, disk space availability, or server function. Troubleshoots network connectivity problems and refers more critical issues to higher level specialists. Performs routine maintenance or standard repairs to networking components or equipment. Keeps current on best practices and new technological changes through professional development activities.

Test computer software or hardware, using standard diagnostic testing equipment and procedures. Identify, log and resolve technical problems with software applications or network systems. Provides documented follow-up and resolutions to all open trouble tickets and escalate where required.

Collaborates and coordinates with end-users and IT support to troubleshoot and diagnose problems; provides corrective actions. Supports the IT staff in maintaining the continued operation of all workstations, servers, and network infrastructure related assets, applications, and services. May perform procedures for backup, recovery, and archival of files stored on the network. May assist in maintaining the network's physical and logical structures and in installing and testing hardware and software.

Assists in the planning, developing, and implementing of network-client software and/or revisions/updates to existing applications. Assists in maintaining the local area network or wide area network, cable and hub installations, and inventories. Assists in or conducts product evaluations of upgraded or new hardware and software and identifies strengths, weaknesses and potential benefits for the District.

Utilizes excellent interpersonal and communication skills to effectively interact with internal/external stakeholders and constituents within the DCCCD community network. Communicates technical problems and instructions to end users in terms that are easy to understand. Provide excellent customer service and support.

Must complete required DCCCD Professional Development training hours per academic year. Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.