



Job Description

Job Title: Network Support Specialist II

JTC: TCL

Salary Range: N05

FLSA: 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

An intermediate positions responsible for performing routine network support functions. Work involves working with administrative/educational applications and network systems, coordinating the development, implementation, and maintenance of same. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Strong working knowledge of computer hardware, peripherals, and accessories. Experience with networking concepts such as routing, switching, and configuring firewalls and installing/configuring virtual environments. Must be able to comply with all guidelines, policies and procedures to ensure network security.

Ability to evaluate new network hardware and software technologies for compatibility with the data and network systems. Works as a team member to provide systems support, maintenance and administration for servers, Cisco routers, switches, WLAN, firewalls and other network infrastructure devices.

Must have interpersonal skills and the ability to build professional relationships in a diverse, multicultural environment of stakeholders and constituents to ensure business needs are met. Ability to work successfully independently and as a member of a team. Ability to work under pressure and meet close deadlines in a fast paced environment.

Experience with hardware configuration of servers and workstations, including performance monitoring. Experience with providing end-user support (help desk), including software installation/configuration, troubleshooting, and remote support techniques. Must have an aptitude to learn new and existing hardware and software.

Must be able to communicate in a positive and effective manner with diverse, multicultural stakeholders/constituents in both oral and written form. Must be able to provide excellent customer support services.

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 two (2) 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

Responsible for installing, testing and maintaining network hardware and software. Analyzes user support statistics and recommends appropriate measures. Monitors and maintains servers. Performs routine backups and the archive of files stored on the network to assist in recovery efforts. Configures and tests equipment, establishes connections and firewalls in compliance with applicable guidelines, policies and procedures. Stays current on best practices and technology trends through professional development activities.

Maintains operating system and security software utilized on the network, including the addition of new users to the network and establishment of rights and privileges. Recommends improvements in procedures that will increase efficiency related technical issues and processes. Resolves procedural questions and problems or routes to training and systems staff. Conducts product evaluations of upgraded or new hardware and software and identifies strengths, weaknesses and potential benefits for the District. Monitors location software licensing compliance.

Collaborates with IT team in the planning, development, and implementation of network-client software and/or revisions/updates to existing applications. Serves as contact for remote network locations to obtain clarification of problems and to identify solutions or corrective actions. Provide documented follow-up to all open trouble tickets and escalate where required.

Maintains local area network or wide area network, cable and hub installations, inventories, testing hardware and software, and other related duties. Assists in tuning and capacity planning activities to enhance the performance of the network resources. Maintain client databases with up to date solutions and clear record of activities.

Utilizes effective interpersonal and communication skills when interacting with diverse stakeholders and constituents within the DCCCD community network in order communicate technical problems and instructions in terms that are easy to understand. Provides excellent customer service 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.