



Job Description

Job Title: Network Support Specialist III

JTC: TCM

Salary Range: N06

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

Responsible for performing complex network support functions, onsite and remotely, in support of the installation and maintenance of network communication equipment and software necessary for terminals, workstations, personal and mainframe computers to effectively communicate over a computer network.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Advanced knowledge of network hardware troubleshooting and repair. Strong understanding of network diagnostics to find routing problems or failed hardware. Strong understanding of network infrastructure design, routing protocols, data security and managing network projects as assigned. Ability to provide immediate response to critical issues. Experience with LAN/WAN networking protocols and devices, including switches, routers and wireless access points. Knowledge of applicable data privacy practices and laws.

Ability to exercise logic and reasoning to define problems, establish facts and draw valid conclusions; make basic decisions that support business objectives and goals. Must display excellent organizational and time management skills while working in a fast-paced, constantly changing environment. Ability to translate technical information into specifications or action plans.

Must be able to establish and maintain strong collaborative relationships with diverse stakeholders and constituents with varied and often competing priorities. Must be able to work independently and in a team environment. Must possess a strong work ethic and maintain confidentiality of sensitive information.

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability conduct extensive research to identify complex, multi-faceted problems and take immediate action to address the issues. Ability to follow standard operating procedures.

Must possess excellent written and oral communication skills and demonstrate a high degree of professionalism and diplomacy when interacting with diverse stakeholders and constituents. Must have the ability to interpret a variety of instructions furnished in written, oral, or diagram form. Ability to



interpret and communicate policies, procedures and best practices to end users. Must be able 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

Bachelor's Degree with three (3) years 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, configuring and supporting routers, switches, firewalls, and other network equipment ensuring integration with existing network systems. Tests computer software or hardware, using standard diagnostic testing equipment. Troubleshoots network or connectivity problems for users or user groups. Complies with guidelines, policies and procedures related to network security. Through professional development activities, keeps current on latest technological trends and best practices.

Responds to calls to restore service in situations where education or workflows have stopped due to network failures. Analyze/report computer network security breaches. Creates and/or updates technical documentation for network installations or changes to existing installations. Provides support related to networking or connectivity issues. Test repaired items to ensure proper operation.

Builds and maintains working relationships with diverse stakeholders and constituents within the DCCCD community network to ensure user needs are met. Serves as a liaison with various location personnel involved with supporting and maintaining network operating system and network system software. Consults with end users on upgrades and repairs; interacts with vendors for hardware/software support as required.

Performs routine maintenance or standard repairs to networking components or equipment. Troubleshoots problem areas in a timely and accurate manner; provides end-user training and assistance where required. Manage and track support requests based on standard response policy. Ensures confidentiality and security of systems, networks, and data through analysis, development, implementation, and maintenance of information systems security programs and procedures.

Excellent presentation, communication and interpersonal skills. Provides exceptional customer service to diverse stakeholders and constituents within the DCCCD community network. Communicates technical problems and instructions to end users in terms that are easy to understand.

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.