

## **POSITION DESCRIPTION NETWORK SUPPORT SPECIALIST**

### **POSITION SUMMARY**

The Network Support Specialist is responsible for the coordination and execution of personal computer hardware and software installation, configuration and maintenance; network management; support of communications and wide area network technologies; support of IS Department policies and procedures; user support and training; administrative tasks related to Information Systems management; maintaining effective customer contacts and user support, analysis of business need for information systems and telecommunications technologies.

### **EXAMPLES OF DUTIES**

Although it is not possible to provide an exhaustive list of all types of duties, responsibilities and performance standards, the following are the essential job functions:

#### *User Support*

Provide regular and timely remote and on-site support for assigned facility locations:

- Troubleshoot hardware, software and network problems
- Provide user support and conduct training on standard software applications
- Inform, advise, train and support users relative to the requirements of network security, accounts and passwords in accordance with current standards of compliance with all applicable regulatory standards, HIPAA, etc.
- Support facility computer users on data and telecommunications hardware in person and by telephone as necessary in order to assess problems, make recommendations and apply solutions.

#### *Business Analysis and Customer Service*

- Serve as Business Analyst for assigned site. Understand the application of information and telecommunications systems to the business units. Understand the basic information and document flows and communication needs of operations and support departments that drive the use of technology in the business.
- Serve as the primary customer contact at assigned site. Communicate regularly and effectively with key customers such as Warden, Director of Finance and others concerning their needs, issues, concerns and communicate the role of the IS Department in meeting specific business needs as identified by management. Relay specific issues and general comments to management.

#### *Infrastructure Management*

- Assist with the implementation, documentation and evolution of network, LAN, WAN and desktop hardware and peripherals, and telecommunications systems. This includes repairs and upgrades, network system upgrades and the installation and maintenance of cabling systems
- Maintain the configuration of network and desktop operating systems, network security, software applications, telecommunications systems, IT and telecommunications infrastructure in line with current industry standards and best practices.

### Administration

Execute general administrative tasks related to systems management including, but not limited to, the following:

- Routine timekeeping
- Maintaining up-to-date status in Help Desk job ticket system
- Handle all required material requisitions and other procurement related paperwork
- Update computer systems hardware and software inventory records
- Regularly update computer user data in MS Active Directory
- Provide required activity status reports
- Provide management with regular updates on key customer contacts, etc.

### Other

- Perform other duties as assigned by the supervisor
- The relative mix of duties is expected to vary as Information Systems and telecommunications evolve

## **FACTOR 1 – KNOWLEDGE REQUIRED BY THE POSITION**

### **A: KNOWLEDGE REQUIRED**

#### ***Considerable knowledge/Working Skill***

- Proficiency in the configuration and maintenance of personal computers, Windows operating systems, personal computer networks, data and telephone cable plant and standard Windows-based applications software
- Write clear reports in Standard English, using proper grammar. Be able to effectively communicate verbally with staff, management, contracting agencies and others.
- Must have a customer service-oriented attitude

### **B: QUALIFICATIONS**

- Relevant BA/BS degree and one year work experience or equivalent combination of training and experience

## **FACTOR 2 – PHYSICAL DEMANDS**

The work involves frequent walking, standing, sitting, stair climbing, bending, stooping, lifting and reaching; gross and fine manual dexterity, driving personal motor vehicle and speaking clearly.

## **FACTOR 3 – WORK ENVIRONMENT**

The duties of this position require the employee to be in contact with all levels of employee, from entry level to Warden. Though this position requires minimal contact with individuals in confinement who are suspected or convicted of offenses against the criminal laws of the United States, some contact is possible. This factor leaves this position open to daily stress and exposure to potentially dangerous situations, such as physical attack. For this reason proper handling of tools and keys must be in continuous practice.

### **TRAINING AND EXPERIENCE:**

- Microsoft Office training, certified Microsoft training preferred
- Windows networking certification or 1 year experience preferred.
- LAN / WAN experience required
- Help Desk experience required.