



Job Description

TITLE:	Network Specialist	JOB CODE:	3290
DEPARTMENT:	Information Technology	FLSA:	Non-Exempt
PREPARED:	November 2005	UPDATED:	08/31/2020

Summary: Under general supervision, analyzes, designs, implements, and maintains the County's remote site computer networks, including data and voice communications equipment and systems; maintains and updates desktop computers and peripherals; provides technical support to users in remote sites throughout the County.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Installs, maintains and upgrades network hardware and software components for remote sites throughout the County.
- Reviews and coordinates assignments with the Network Coordinator; reviews problems and receives directions about technical approaches and solutions as necessary.
- Performs daily standard maintenance of the network; troubleshoots operating problems and implements fixes.
- Reviews and implements changes in the network, such as installations and updates.
- Assists in planning for future network needs, including servers, switches, routers, connectivity and software.
- Assesses and evaluates network problems in order to determine solutions and corrections.
- Responds to the needs and questions of users in an understandable way concerning the use of and access to resources available on the network.
- Installs, upgrades and configures network printing, directory structures, rights, security and software on the file servers.
- Maintains and updates the desktop computers and peripherals in assigned offices; assists users with software and printing problems as requested.
- Administers the tape backup and data replication systems.
- Administers the Cisco voice over internet protocol phone system.
- Maintains and updates operating systems and procedures.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of network operations, hardware and software.
- Knowledge of County policies and procedures.
- Skill in supporting a variety of network software packages and systems.
- Skill in troubleshooting network hardware and software operations and fixing problems.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.

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- Skill in communicating effectively, both orally and in writing.
- Skill in implementing policies and procedures.
- Skill in establishing and maintaining effective working relationships with County staff and managers.

Education and Experience

- Associate’s degree in Computer Science, or equivalent combination of education and experience totaling five (5) years.
- Cisco CCNA certification.
- Valid State of New Mexico Driver’s license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as lifting, carrying and moving PCs.
- Driving
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County’s electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee:	_____	Date:	_____
Supervisor	_____	Date:	_____
Department Head:	_____	Date:	_____