

SENIOR NETWORK SPECIALIST
(BOCES # 2)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher-level technical employee, this position is responsible for making recommendations concerning the planning, installation and maintenance of local and/or wide area (LAN/WAN) networks and their operating systems and coordinating activities of subcontractors and other Regional Information Center personnel. An incumbent may be assigned to one district to oversee the network on an on-going basis. Position has supervisory responsibility over support positions (i.e., Network Specialists, Associate Network Specialists.) Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Works closely with Project Managers to create and coordinate scheduling, acquire necessary network project information such as hardware installation timetable, and establishes a schedule for Associate Network Specialists and Network Specialists to ensure timely completion of projects;

Communicates and coordinates with subcontractors and interfaces with appropriate personnel within the Regional Information Center;

Supervises and assesses progress of daily network technical support assignments;

Performs personnel management responsibilities for team members or other departmental staff;

Provides phone support for Network Specialists and Associate Network Specialists in the field;

Provides advanced troubleshooting and support of local and or wide area (LAN/WAN) connectivity;

Provides direct customer support to troubleshoot complex network server, network operating systems, and enterprise e-mail system problems through field visits or by telephone;

Responsible for high level planning and providing technical recommendations to user districts;

Assists Educational Technology Department with proposals, site inspections and plans, computer laboratory specifications and technical support;

Attends workshops and seminars to maintain up-to-date knowledge of LAN technologies and network operating systems;

Performs related office work, such as submitting reports regarding status of projects and reviewing network proposals for accuracy;

May build network servers and perform network disaster recovery;

May also configure, install, and maintain wide area networks (WANS), or assist other staff in these activities as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles, practices, and procedures involved in local area networks (LANs); thorough knowledge of the various applications and other software required to maintain the LAN operating systems; thorough knowledge of the three operating systems used by the Lower Hudson Regional Information Center, Novell, NT and Apple; thorough knowledge of LAN systems configuration; basic knowledge of the principles, practices, procedures, and concepts involved with wide area networks (WAN) including routers, switches, and modems; basic knowledge of WAN system configurations; ability to analyze and resolve LAN systems software problems; ability to monitor and maintain LAN systems software products; ability to plan and direct the technical work of lower level technical positions; ability to work and deal effectively with sub-contractors, vendors and school district personnel; ability to think logically; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; good judgment; initiative; resourcefulness; willingness to travel to different work sites; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and five (5) years of experience installing, operating, and maintaining local area networks (LAN) and/or wide area networks (WAN).

SUBSTITUTION #1: Satisfactory completion of 30 college credits* towards a degree in Computer Science, Information Technology, or a closely related field may be substituted on a year for year basis for up to two (2) years of the work experience described above.

SUBSTITUTION #2: Current MCSE (Microsoft Certified Systems Engineer) may be substituted for six (6) months of the required experience.

SUBSTITUTION # 3:

Current CCNA (Cisco Certified Network Associate) Routing and Switching or CCNA Wireless certification may be substituted for six (6) months of the required experience.

Current CCNP (Cisco Certified Network Professional) Routing and Switching or CCNP Wireless certification may be substituted for eighteen (18) months of the required experience.

Current CCIE (Cisco Certified Internetwork Expert) Routing and Switching or CCIE Wireless certification may be substituted for four (4) years of the required experience.

SPECIAL NOTE: Education beyond the secondary level must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid license to operate a motor vehicle in the State of New York. The appointing authority is responsible for verifying and ensuring that the candidate meets these conditions at time of appointment and throughout the course of employment.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:
In accordance with the Safe Schools Against Violence in Education (SAVE) legislation,
Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education,
candidates for appointment in school districts must obtain clearance for employment from
the State Education Department prior to employment based upon a fingerprint and criminal
history background check.

BOCES # 2 Lower Hudson Regional Information Center

J. C.: Competitive

Job Class Code: S788

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