

SPECIALIST WIDE AREA NETWORKING
(BOCES #2)

DISTINGUISHED FEATURES OF THE CLASS: Under the general supervision of a higher level network support position, this position is responsible for providing the design, planning, installation, configuration, support and troubleshooting of all wide area networking (WAN) equipment and software used in the BOCES wide area network, which includes all of its facilities as well as its user school districts. An incumbent interfaces with all network positions (i.e. Junior, Associate, and Senior Network Specialists), school district personnel and third party vendors. Supervision may be a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in planning by making recommendations regarding which type of equipment works best in a given network configuration;

Installs and configures routers, and LAN/WAN data switches;

Installs wide area network hardware/software upgrades as required;

Works independently and with third party vendors to resolve WAN and LAN circuit connectivity problems;

Troubleshoots telephone data lines and fiber optic cable problems;

Works with Networking Specialists and district personnel to identify and implement necessary configuration/parameter changes. For example, a district decides it does not want certain computers to have access to the Internet. Incumbent gives the commands to the router (routers control what is allowed over the lines) to stop access to the Internet;

Resolves Internet access problems with the Internet provider, and monitors performance of the Internet router and circuits;

Researches and evaluates new WAN technologies and software, attends seminars and makes recommendations of future hardware/software directions;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles, practices, procedures, and concepts involved with wide area networks (WANS) including multi-protocol routers, frame relay, hubs, switches and modems; good knowledge of the various applications and other software required to maintain and configure WANS; ability to install, monitor and maintain WAN hardware and software products; ability to analyze and resolve WAN hardware and software problems; good knowledge of data communications; good knowledge of Token Ring, Ethernet, TCP/IP, AppleTalk and Novell protocols; ability to manage multiple priorities and assignments; ability to maintain effective working relationships with school district personnel and other BOCES personnel; ability to communicate effectively, both orally and in writing; ability to plan and organize; 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; willingness to travel to different work sites; initiative; sound judgment; tact; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either (a) satisfactory completion of 60 college credits* and two (2) years of experience installing and maintaining a combination of local area and wide area networks; or (b) four (4) years of experience installing and maintaining a combination of local area and wide area networks.

SUBSTITUTION: Current/active VOIP (Voice over Internet Protocol) systems certification from Nortel, Cisco, Mitel or Avaya may be substituted for six (6) months of the required experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possession of a valid license issued by the New York State Department of Motor Vehicles. 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
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Job Class Code: S777