

FORT SCOTT COMMUNITY COLLEGE
Position Description IS03

NAME: _____ **JOB TITLE:** Network Specialist

DIVISION/DEPARTMENT: Information Technology

RESPONSIBLE TO: Director of Information Technology

MONTHS PER YEAR: 12 **HOURS PER WEEK:** Exempt **UPDATE:** 01-18

CREDENTIALS:

Bachelor's Degree in computer science and/or a minimum of two years experience in a related field required.

Experience in Windows desktop support and troubleshooting.

General knowledge and basic understanding of a variety of information systems preferred

Excellent oral and written communication skills

Self motivated, both individually and in group activity

Well developed organizational skills

Demonstrated success in managing current versions of Windows operating systems and/or Linux network services preferred

Knowledge and experience with current versions of Windows operating systems Active Directory services and group policies preferred

MAY BE REQUIRED TO:

Sit/stand for long periods of time, operate or demonstrate instructional equipment and technologies, speak and hear clearly, drive and/or transport equipment to various sites, lift heavy objects to approximately 75 pounds.

DUTIES AND RESPONSIBILITIES:

- Maintain computer networks and related network infrastructure including computer hardware, systems software, network hardware, applications software, and all configurations.
- Develop and operate backup and disaster recovery plans, and an enterprise anti-virus / patch management infrastructure.
- Lead technicians in troubleshooting and performing root-cause analysis for resolving problems that have multiple dependencies (PC workstations, servers, network, databases, software products, telephony, etc.).
- Respond to help desk requests made by users needing assistance with software packages/network connectivity.
- Provide 24x7 production support and management of systems, networks and software.
- Develop documentation and participate in planning meetings.
- Assist with planning, coordinating, and implementing network security measures to protect data, software, and hardware.
- Configure, monitor, and maintain email applications.
- Operate master consoles to monitor the performance of computer systems and networks.
- Perform and oversee technicians with hardware/software installations, upgrades, and maintenance for servers, desktops, laptops & peripherals

- Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation.
- Upgrades network/servers by conferring with vendors; developing, testing, evaluating, and installing enhancements.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Protects organization's value by keeping information confidential.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Other duties as assigned

Reviewed by Supervisor: _____
Signature

Date

All job descriptions are subject to revision based on changing needs of the college.