NETWORK SUPPORT SPECIALIST
JOB DESCRIPTION

JOB TITLE: Network Support Specialist	CLASSIFICATION: Technicians	IMMEDIATE SUPERVISOR: Information Systems Manager
PAY GRADE: 136	DEPT: Finance	STATUS: <u>FT</u> PT <u>EXEMPT</u> NON-EXEMPT BARG UNIT <u>NON-BARG UNIT</u>

JOB SUMMARY: Responsible, professional, technical position providing computer, telephone, and video hardware and software support to the overall operation of Information Systems Network.

SUPERVISION EXERCISED: None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide additions or changes to the network for all WAN and LAN configurations, including servers, routers, and switches. Participate in the overall network design as well as assist in network projects.
- Implements and monitors VLANs integrity on managed switches to ensure secure independent Internet connections to Local Area Network (LAN) communication devices.
- Manages multiple access points to support Village's Public Wi-Fi connections.
- Maintains operation and security of IP and Analog Surveillance Camera systems.
- Troubleshoots, configures, and maintains Village's PBX telephone system.
- Provides user support, including technical assistance with mid-range and microcomputer hardware, software and network connectivity, through analysis of systems.
- Manages, maintains, and configures computer systems, including training, security, and efficiency issues. Installs system software and updates.
- Provides software support to Village users for functions including but not limited to AS/400 HTE Financial Management and Community Development, Internet, E-mail, Microsoft applications, GIS, and large scale electronic Imaging system.
- Adds new users to necessary computer systems giving them appropriate security access and permissions.
- Able to protect and maintain the confidentiality, integrity, and security of all mission critical, sensitive data, and confidential information for the Village of Royal Palm Beach.
- Provides after-hours and on-call support for emergency system problems and software upgrades.
- Performs other work related tasks as required.

DESIRED MINIMUM QUALIFICATIONS:
Education and Experience:
- At least two (2) years of college education in business, computer science or closely related field with five (5) years professional level systems analysis experience in an integrated environment.

- Or (4) years of college education in business, computer science or closely related field with three (3) years professional level systems analysis experience in an integrated environment.
- Any equivalent combination of education training and experience that provides the requisite knowledge, skills and abilities for this job

Knowledge, Skills and Abilities:

- Working knowledge of Windows 2000/2003 Active Directory, Exchange 2003, MS SQL2000/2005, Microsoft Office suite products, and CISCO products ISO features.
- Able to perform cable diagnostic, tracing, and punch down telephone lines.
- High-level analytical and technical skills to pursue a logical line of inquiry while troubleshooting problems.
- Establish and maintain effective working relationships with other departments, peers, technical consultants and the general public.
- Ability to communicate effectively orally and in writing.

SPECIAL REQUIREMENTS:
- Valid Florida State driver's license or ability to obtain one by the date of hire; No more than two (2) moving violations within the last 12 month period; No more than six (6) violation points on your license within the last 24 months.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, hear, use hands and fingers, handle, feel or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to walk, stoop, kneel, crouch, or crawl, talk and hear. The employee must regularly lift and/or move up to 10-30 pounds, and occasionally lift and/or move up to 30-60 pounds of dead weight with knees extended and bending from the waist down. Specific vision abilities required by this job include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to adjust focus. In addition, the employee must be able to rotate the neck frequently, extend hands/arms overhead frequently, and turn fully from a fixed stance.

TOOLS & EQUIPMENT USED:
Computers, scanners, copiers, monitors, printers, terminals, cables, software and other associated equipment

ENVIRONMENTAL CONDITIONS:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee rarely works in outside weather conditions, and is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals, such as cleaning chemicals. The noise level in the work environment is generally quiet when in the office, but may be moderately noisy on busy days.

SELECTION GUIDELINES:

Formal application, evaluation of education, training and experience; oral interview and criminal background and reference check; job related tests may be required. The Village of Royal Palm Beach is a Drug Free Workplace and an Equal Opportunity Employer

The duties listed above are intended to serve as an example of the typical functions performed. They are not exclusive or all-inclusive and will vary with assignments.

The job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer or the needs of the employer and requirements of the job change

HISTORY:
Created: 11-07-07
Revised: 02-04-08
Revised: 05-06-13
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