

Job Template: Network Administrator 1

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Administrator 1
Job Category: P	Job Level: 4
FLSA Status: E	Job Code: E11000

P4: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.

→ *Context of Decisions*

- Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
- Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

→ *Job Controls*

- Has the latitude to make decisions on projects that they are accountable for delivering on.
- Free to plan and carry out all phases of work assignments.

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COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

→ *Course of Resolution*

- Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

→ *Measure of Creativity*

- Problems are not amenable to strict technical resolution, requiring innovative thinking.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.
- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

- Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.

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- Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

Job Template

GENERAL SUMMARY

Provides domain competency and technical support in network systems delivering voice, video and data network services. Confers with technical leadership in research, evaluation, and identification of technology solutions.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under general supervision of a supervisor or manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Supports network operations including installation, provisioning, operating, tuning, upgrading, troubleshooting, and decommissioning of devices and related services.
- Consults with senior network staff and end users to resolve problems with network systems and/or services.
- Develops and implements scripts to assist with automation and efficiencies
- Creates and maintains documentation of network and related systems and services; produces standard operating procedures, knowledge base articles, and/or user guides.
- Uses various software and hardware tools, installs software and/or hardware.
- Trains non-technical staff on procedures and technology with the subject matter.
- Carries out small to moderately sized technical tasks with minimal assistance and writes summaries of technical project work in appropriate format
- Responds to inquiries and collaborates with external departments.
- Supports senior technical personnel with installation, upgrade, and maintenance.
- Uses standard/industry diagnostic techniques to analyze, identify, and resolve problems

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- Supports the development and implementation of plans and processes that minimize risk to services or systems.
- Supports senior technicians and colleagues in planning and implementing network changes.
- Participates in change management process as required, including submission, communication of requests, and supplying status updates for assigned tasks.
- Maintain and monitor inventory consisting of equipment, spare parts, and materials.
- Supports technical projects as part of a project team.
- Responds to emergency network or departmental service outages and repair requests.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
 - Four years of related experience
- OR
- Bachelor's degree
 - Two years of related experience
- OR
- Six years of related experience

COMPETENCIES

Knowledge of:

- Major components, functions and locations of network and related equipment, systems and appliances that are used to deliver University network services.
- Basic electronic and electrical concepts, standards, tools, testing methods and their application in telecommunications and network systems.
- Proper use of simple hand and power tools commonly used in network and equipment installations, such cable termination tools, ladders, hand drills, cable testers and meters.
- Operation and troubleshooting of network systems and protocols in terms of the OSI model layers 1 - 3.
- Basic LAN/WAN/WLAN technologies, topologies, and applicable use of each

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- Operation of Domain Name System (DNS) and DHCP
- Symbology used in documenting physical and logical network systems in appropriate applications such as MS-Visio, network management platforms
- Basic manipulation of data using productivity applications (MS Excel) and/or programming and scripting tools.
- Appropriate use, configuration and security measures for common network management utility applications and programs
- Basic understanding of information/network security devices and practices such as network firewalls, virtual private networks.
- Understanding of general information technology as well as network infrastructure standards, installation and testing practices such as TIA, BICSI, IEEE, ITIL.

Skill in:

- Common productivity software suites such as MS Word, Excel, Visio
- Planning, prioritization and organization of assigned tasks
- Troubleshooting and critical thinking
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Provide technical training and guidance to less technical users and peers.
- Apply active listening to understand problems and communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare clear documentation in the form of standard procedures and processes, physical and logical network diagrams in both written and graphical electronic format
- Actively investigate, learn and apply new skills and technologies.
- Maintain the confidentiality of information and professional boundaries

Job Template: Network Administrator 2

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Administrator 2
Job Category: P	Job Level: 6
FLSA Status: E	Job Code: E11001

P6: Level Standards

GENERAL ROLE

This level is accountable for serving in a highly advanced capacity in an area of specialization. The advanced resource capacity must be distinct from the regular or most common provision of work within the area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most advanced functions within an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise.
- Set goals and objectives for team members to meet project initiatives and standards.
- Distribute project work.
- Evaluate and monitor the accuracy, quality, quantity, and timeliness to meet project milestones and objects.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.
- Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

→ *Context of Decisions*

- Decisions are driven by departmental policy and procedures.
- Incumbents understand the smallest details of an assigned area.

→ *Job Controls*

- Free to plan and carry out all phases of work assignments, including the oversight of project staff.
- Has the latitude to make daily operational project decisions.

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

Job Template: Network Administrator 2

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Administrator 2
Job Category: P	Job Level: 6
FLSA Status: E	Job Code: E11001

- Issues are readily identified but cannot be understood and fixed in simple cause-effect terms.
- Variables affecting the problem are generally known.

→ *Course of Resolution*

- Utilizing an understanding of best practices and the way similar units run elsewhere, convincingly recommends, develops, and implements capital and process improvements to the area.

→ *Measure of Creativity*

- Problems require integrative solutions such as how technologies, processes, resources, and people all fit together

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

SCOPE AND MEASURABLE EFFECT

- Serve as a lead over major projects within a specific administrative/programmatic function or specialty area requiring specialized education.
- Actions regularly affect a department or an office-centric outcome with departmental impact.
- Actions generally have a direct impact on controlling such things as nature of work and scope of services.
- Actions may have high-risk financial, compliance, political or safety implications.
- Performance results tend to relate to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: Network Administrator 2

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Administrator 2
Job Category: P	Job Level: 6
FLSA Status: E	Job Code: E11001

Job Template

GENERAL SUMMARY

Provides domain proficiency, broad competency, and advanced technical support in network systems delivering voice, video and data network services. Provides analysis and assessment, and recommends network technology solutions.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under limited supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Identifies and resolves complex system errors. Consults with technical staff and subject matter experts, vendor technicians and other users to resolve problems in network systems and systems.
- Writes scripts and/or basic programs to assist with managing network system and service automation.
- Recommends technical specifications and requirements for procurement of network systems delivering voice, video and data network services.
- Develops procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems. Uses various software and hardware tools, installs software and/or hardware, and writes documentation.
- Works with vendors and management to develop or enhance network systems and services.
- Carries out larger technical tasks with minimal assistance, and writes summaries of technical project work.
- Develops plans and processes to ensure the availability of services or systems.
- Collaborates with senior technical personnel in the installation, upgrade, and maintenance of complex or large scale systems.
- Contributes to technical projects as part of a cross functional team.

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Occupational Group	Information Technology
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Job Path	Network Administration
Job Title	Network Administrator 2
Job Category: P	Job Level: 6
FLSA Status: E	Job Code: E11001

- Daily administration and daily use of network appliances that are used to monitor performance and provision services, including back up and restoration activities.
- Responds to emergency network or departmental service outages and repair requests.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
 - Six years of related experience
- OR
- Bachelor's degree
 - Four years of related experience
- OR
- Eight years of related experience

COMPETENCIES

Knowledge of:

- In-depth technical knowledge of the technical requirements, design, installation, configuration, operation, protocols, standards, and management of network systems and services.
- Comprehensive knowledge of the operation, documentation and troubleshooting of network systems and protocols in terms of the OSI model layers up to layer 4, Physical, Data Link Layer (MAC), Network Layer (IP), and Transport Layer (TCP). This includes LAN switching and routing technology, IP addressing (Version 4 and 6) and management.
- Expanded knowledge of specific network equipment, appliances, technologies and services such as Wide Area Network (WAN), wireless networking (WLAN), IP address management (IPAM, DNS, DHCP), firewalls, and network monitoring and management.
- Project management methodologies, and departmental and University procurement policies and guidelines.
- Industry best practices and departmental procedures for system initialization and back up

Skill in:

- Common productivity software suites such as MS Word, Excel, Visio

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FLSA Status: E	Job Code: E11001

- Planning, prioritization and organization of assigned tasks, managing multiple assignments
- Troubleshooting and critical thinking
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis
- Automation using advanced skills in programming languages and/or scripting
- Maintenance of network systems and services management platforms

Ability to:

- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare clear documentation in the form of standard procedures and processes, physical and logical network diagrams in both written and graphical electronic format
- Actively investigate, learn, and apply new skills and technologies.
- Maintain the confidentiality of information and professional boundaries

Job Template: Network Administrator 3

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Administrator 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E11002

P7: Level Standards

GENERAL ROLE

This level is accountable for serving in an expert resource capacity in an area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most complex functions within an area of specialization.

Incumbents:

- Serve in a subject leader and consultative capacity within an area of expertise.
- Provide analytical, technical, and advisory support to leaders and decisions makers within the same disciplinary track.
- Lead projects or initiatives within the specific area of expertise, to include leading vendors or cross-functional departments or teams.
- Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities as needed.
- Set project objectives, immediate- and/or long-term, as a means to fulfill project initiatives.

INDEPENDENCE AND DECISION-MAKING

→ Supervision Received

- Works under general direction.
- Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence.

→ Context of Decisions

- Work is focused on and regulated by specific department/division goals and milestones.

→ Job Controls

- Act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the department and division objectives and missions.
- Subject to managerial controls through conferences, review of reports, and occasional on-site visits or check-ins.

Job Template: Network Administrator 3

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Administrator 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E11002

- Managerial controls are exercised on the incumbent for matters of intermediate- and long-range planning, budgetary, and human resources based matters.

COMPLEXITY AND PROBLEM SOLVING

→ Range of issues

- Problems are unique and unexpected.
- Challenges for problems arise due to lack of precedent.

→ Course of Resolution

- Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches with broad impacting effects.
- Problem resolution should regularly require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

→ Measure of Creativity

- Incumbents are regularly required to develop new methods/methodology for evaluation and implementation plans for new initiatives.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

SCOPE AND MEASURABLE EFFECT

- Serve as an expert on specific subject matter evidenced by regularly researching and producing reports (e.g., white papers) on technical matters of systematic importance and consulting with managers throughout the division/University on specific issues in the position's area of expertise.
- Actions regularly affect a departmental outcome with division-wide impact.

Job Template: Network Administrator 3

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Administrator 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E11002

- Actions have a direct impact on controlling such things as project scope, team size and nature of assignments, operating budget, etc.
- Actions may have high-risk financial, compliance, political, or safety implications.
- Performance results tend to be related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

Job Template: Network Administrator 3

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Administrator 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E11002

Job Template

GENERAL SUMMARY

Provides domain expertise, broad proficiency, and expert technical support in network systems delivering voice, video and data network services. Leads technical decisions in design of network technology solutions.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under general direction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Possesses comprehensive knowledge and the ability to design and manage an enterprise services, in a large and complex environment.
- Identifies and resolves complex system issues in large-scale enterprise services.
- Consults with management and business unit leaders and other users to resolve problems in information technology services, network service development, and system performance.
- Leads technical staff in the installation, upgrade, and maintenance of advanced or complex network technologies.
- Develops procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems. Documents modifications made to the hardware, software, or procedures related to the systems.
- Writes advanced scripts and/or programs to assist with automated provisioning, services and to ensure high availability of network resources to dependent systems.
- Designs and develops technical strategies and plans for network service delivery.
- Uses various software and hardware tools; installs software and/or hardware
- Defines requirements, writes specifications for procurement and generates documentation for new equipment, software or professional services.

Job Template: Network Administrator 3

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Administrator 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E11002

- Works with vendors and/or management to design, develop, enhance, and implement enterprise solutions.
- Carries out larger technical tasks and writes summaries of technical project work.
- Works with technical and functional staff to design and develop systems integrations.
- Designs, plans, develops, configures, and implements solutions to ensure the high availability of services if a major disruption is caused by system issues or large-scale disasters.
- Responds to inquiries from other departments and collaborates with external departments. Documents all technical work in user guides for future reference.
- Contributes to technical projects, as part of a cross functional team.
- Responds to emergency and service outages and degradation
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
 - Eight years of related experience
- OR
- Bachelor's degree
 - Six years of related experience
- OR
- Ten years of related experience

COMPETENCIES

Knowledge of:

- Extensive knowledge and understanding in the design, configuration, operation, protocols, standards and best practices across a broad range of network, systems, software and related technologies.
- OSI protocol stack with high proficiency in layers 1-6
- Automation of network provisioning through programming and scripting and integration with related information systems. (Automation and orchestration)

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- Software defined networking (SDN, SD-WAN)
- Packet capture and advanced debugging techniques
- Information and network security principals and best practice
- Codes, standards, and regulatory requirements applicable to information and network technology
- Advanced enterprise/campus WAN / LAN / WLAN / Data Center architectures, design principals, and operations
- Voice and collaboration provisioning, monitoring and management (VoIP, Video Conferencing)
- Cloud technology architectures and virtualized network services
- Network monitoring, optimization, and performance management technologies and techniques.
- Transport technologies and topologies (optical line systems and software)
- Advanced IP addressing and routing solutions (addressing, summarization, OSPF, BGP, MPLS)
- Advanced network firewalls, content filtering, intrusion prevention systems, load balancing, network taps, NetFlow collectors, etc.
- Advanced DNS, DHCP, and IP address allocation, management, debugging, tools and techniques
- Cost models for network delivery equipment, systems, software and integrated solutions
- Principals and practice of employee supervision
- Project management methodologies and practice
- Business/office productivity software (documents, presentations, worksheets, databases, charts, graphs, diagramming)
- Industry best practices and University and departmental policies and procedures

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

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Occupational Group	Information Technology
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Job Title	Network Administrator 3
Job Category: P	Job Level: 7
FLSA Status: E	Job Code: E11002

- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries

Job Template: Network Specialist

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Specialist
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: E11003

P3: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under limited supervision.

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.

Job Template: Network Specialist

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Specialist
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: E11003

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
- Issues are regularly varied.
- Problems tend to be technical or programmatic in nature.

→ *Course of Resolution*

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

→ *Measure of Creativity*

- Issues are solvable through deep technical know-how and imaginative workarounds.
- Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
- May be designated to guide or organize the work of several employees within the unit.

Job Template: Network Specialist

Occupational Group	Information Technology
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Job Template: Network Specialist

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Specialist
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: E11003

Job Template

GENERAL SUMMARY

Provides technical support including installation, monitoring, configuration, documentation, troubleshooting, and problem solving in support of the University's information technology systems.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under direct supervision of a supervisor or manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Assists senior technical personnel with the installation, upgrade, and maintenance of....
- Uses standard diagnostic techniques to analyze, identify, and solve problems.
- Assists with the development of plans and processes that minimize risk to services or systems due to errors.
- Assists with planning and implementation of technical projects, as part of a project team.
- Performs established departmental and manufacturer process and procedures and best practices to provision network services
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Associates degree
 - Two years of related experience
- OR
- A bachelor's degree
- OR
- Four years of related experience

Job Template: Network Specialist

Occupational Group	Information Technology
Job Family	IT Networks
Job Path	Network Administration
Job Title	Network Specialist
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: E11003

COMPETENCIES

Knowledge of:

- Operation of standard office technologies and applications.
- Operation of desktop and laptop hardware, operating software and applications.
- Use of hand tools and simple power tools (cordless drills)
- Networking concepts, hardware and software

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Provide technical training and guidance
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Prepare clear documentation
- Maintain the confidentiality of information and professional boundaries