

CITY OF CORAL SPRINGS
Classification Description

CLASSIFICATION TITLE: Senior Network Specialist
FUNCTIONAL AREA:

WORK OBJECTIVE:

Performs professional technical and administrative work in the delivery and support of voice and data production services used in desktop, remote client, LAN, WAN, internet, and voice environments. This position will assist department in meeting service level agreements relative to: system availability, problem resolution, and demand request completion. Work is performed under general direction with considerable latitude for individual initiative and judgment and is reviewed via conferences, status reports, customer surveys, and tangible results.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Functions will vary by team assignment and are grouped below by common, support team and network team.

- Common
- Prepare documentation and procedures concerning production services and systems and their operational interfaces and processes.
- Identify and document opportunities for improvement relative to current business processes being used in home and client departments.
- Provide consulting and planning services to client departments regarding information technology in accordance with service level agreements.
- Produce technical training programs/materials about technologies used by the City.
- Formulate and/or execute project work plans.
- Perform adds/moves/changes to voice systems in accordance with departmental service level agreements.
- Identify and resolve problems (at all levels) associated with voice systems and equipment in accordance with service level agreements.
- Assist in formulating and testing business continuity plans related to desktop, remote client, LAN, WAN, internet, and voice systems
- Perform Production Service Events and System Availability Checks as required.
- Performs related tasks as assigned.
- Perform after hours support as required.

- Support Team
- Research, evaluate and recommend desktop and remote client hardware, software, and associated peripherals, and servers to be used at the City.
- Perform adds/moves/changes to desktop and remote client environments in accordance with service level agreements.

- Identify and resolve problems (at all levels) associated with desktop and remote client hardware, software, and peripheral equipment in accordance with departmental service level agreements.
- Staff service desk as assigned and provide 1st and 2nd level support in accordance with service level agreements.
- Network Team
- Research, evaluate and recommend LAN, WAN and internet solutions to include hardware, software, and associated equipment to be used at the City.
- Perform adds/moves/changes to LAN, WAN, and internet environments in accordance with service level agreements.
- Identify and resolve problems (at all levels) associated with LAN, WAN and internet in accordance with service level agreements.
- Research, evaluate and recommend voice solutions and associated equipment to be used at the City.

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

Associate's Degree or technical certification; supplemented by five (5) to seven (7) years of experience in the installation, testing, and trouble shooting of desktop, remote clients, and peripherals. Must be able to obtain technology certification as deemed appropriate by department management within one year of placement in position; or an equivalent combination of education, training and experience. This position requires evening and weekend work.

Knowledge, Skills, & Abilities –

Considerable knowledge of client hardware, software, and associated peripherals.

Considerable knowledge of LAN, WAN, and internet technologies and solution sets.

Considerable Knowledge of voice technologies and solution sets.

Skill in safe use of tools, communications equipment, and testing equipment.

Ability to follow standard practices and testing procedures.

Ability to keep records, prepare reports, and perform administrative tasks.

Considerable ability to analyze, trouble shoot, resolve problems related to desktop, remote client, LAN, WAN, and internet environments.

Ability to establish and maintain effective working relationships with co-workers, customers, outside contractors and vendors.

Ability to communicate clearly and concisely, orally and in writing.

Ability to make decisions recognizing established guidelines, precedents and practices, and to use resourcefulness and tact in meeting new problems.

PHYSICAL REQUIREMENTS:

Tasks involve the intermittent performance of physically demanding work, typically involving some combination of reaching, bending, stooping, kneeling, or crouching, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

ENVIRONMENTAL REQUIREMENTS:

Work requires the intermittent installation, moving, and modification to computer/network systems equipment and peripheral components. Due to the varying nature and locations of the work environment, tasks include potential for intermittent exposure to disagreeable elements consistent with electronics installations and wiring systems. Some tasks include materials handling where physical risks are predictable and/or controllable by observance of standard safety precautions.