**COLTON-REDLANDS-YUCAIPA REGIONAL OCCUPATIONAL PROGRAM**

**CLASS TITLE: COMPUTER NETWORK SPECIALIST**

**BASIC FUNCTION:**

Under the direction of the Superintendent and/or designee, maintain ongoing availability and security of vital district network and computer servers and systems; install, configure, support, and monitor Network Systems routers, switches, voice, video, and security devices, as well as Microsoft server operating systems, server applications, and security and management systems; support other manufacturer Local Area Network (LAN) devices, Wide Area Network (WAN), Wireless Local Area Network (WLAN), operating systems, and applications, as needed; clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one, end-user training, as needed; conduct hardware and software inventory database maintenance and reporting; perform other related work as required.

**REPRESENTATIVE DUTIES:**

ESSENTIAL DUTIES:
Perform a variety of assignments associated with monitoring and controlling computer operating systems, as well as providing administration and maintenance of LAN and Wide Area Network (WAN) system servers, applications, and equipment. Provide daily network support and troubleshooting, including monitoring email, firewall, and file/print servers for optimum performance. Configure and maintain Windows networks and Windows end-user computer systems, conduct hardware and software inventory database maintenance and reporting, and analyze system faults. Troubleshoot and run diagnostic tests on operating systems and hardware to detect problems, initiate preventive maintenance, and respond appropriately to system/environment issues. Evaluate, install, and configure developed software during various phases of testing and deployment, and review requirements for the implementation, configuration, and security of IT systems. Assure system stability, security, and maximum uptime, track connectivity and security problems, and resolve issues within the scope of authority. Monitor system environment, utilization, and log reports, and make corrective adjustments to assure optimum performance and system integrity. Install, configure, and update network server software upgrades, file sharing, and domain security protocols. Provide technical support, training, and technology systems security education, collaborate with other teams to complete impact analysis, and provide detailed solution documentation. Perform other related duties as assigned or required.

OTHER DUTIES:
Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

KNOWLEDGE OF:
Methods of administrating and managing Network hardware/software;
Microsoft server operating systems;
Microsoft Windows network services including AD, DNS, DHCP, and CA
Microsoft server applications including Exchange, Group Policies, IIS, SharePoint, RDS, and Hyper-V,
Microsoft desktop operating systems;
Microsoft desktop application suites including Microsoft Office and Office 365;
Endpoint Security applications;
Products and services that meet overall security objectives;
Networked computer system environments and device capabilities;
Local Area Network (LAN) management and configuration principles;
Electrical safety procedures;

Effective telephone skills and techniques of customer service
Methods, procedures, material, and techniques used to design, configure, and install routers/switches/ firewall/VPN concentrators;
Security issues with regards to networks under management, and ability to respond to those issues;
Methods and procedures to ensure that products and services meet overall security objectives;
Networked computer system environments and device capabilities;
LAN and WAN management and configuration principles;
Networks, security guidelines and industry "best practices;"
Fiber Optic, Wireless and Ethernet transmission systems
Fast-paced, stressful environments;
Techniques and skills to solve complex technical problems involving integrated operating systems and hardware platforms;
ABILITY TO:
Identify, troubleshoot and resolve a wide range of technical network and computer-related problems;
Identify, evaluate, and solve network problems;
Support and train end-users in a wide range of software applications as needed;
Read, understand, and apply complex technical information;
Master new computer technology;
Communicate effectively in oral and written form;
Establish and maintain an effective working relationship with those contacted in the course of work;
Relate effectively with racially and ethnically diverse staff, students, and community;
Design and implement new technical solutions;
Coordinate and oversee maintenance and changes to the production environment;
Develop and update processes and procedures;
Work effectively with cross-functional teams to define technical requirements and identify/resolve technical issues;
Work independently;
Analyze data and implement solutions;
Design and evaluate telecommunication and computer systems;
Design and manage complex projects involving people and technology;
Solve complex technical problems involving integrated operating systems and hardware platforms;
Assess and prioritize multiple tasks, projects, and demands.
Identify, troubleshoot, and resolve a wide range of technical network and computer-related problems;
Identify, evaluate, and solve network problems;
Support and train end-users in a wide range of software applications as needed;
Read, understand, and apply complex technical information;
Master new computer technology;
Communicate effectively in oral and written form;
Establish and maintain an effective working relationship with those contacted in the course of work; Relate
effectively with racially and ethnically diverse staff, students and community;
Coordinate and oversee maintenance and changes to the production environment;
Develop and update processes and procedures;
Work effectively with teams to define technical requirements and identify/resolve technical issues;
Provide statistical information upon request in relation to system and security activities;
Work independently;
Implement data solutions;
Assess and prioritize multiple tasks, projects, and demands;
Operate a personal computer utilizing a variety of software applications;

Basic understanding of electrical safety procedures;
Effective telephone skills and techniques of customer service.

**EDUCATION AND EXPERIENCE**

A Bachelor's Degree in Computer Science; and three (3) years of computer systems installation and maintenance experience or an equivalent combination of education and experience.

REQUIRED LICENSES AND/OR CERTIFICATES

Cisco CCNA and one Microsoft certifications in the following certification paths: Administrator, Security Engineer, Solution Architect. Other network and/or industry certifications or experience may be substituted where appropriate. Valid California Class C Driver's License.

**WORKING CONDITIONS:**

ENVIRONMENT:
Indoor environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate hand tools, computer keyboards, and other specialized equipment.
Hearing and speaking to exchange information.
Reaching overhead, above the shoulders, and horizontally.
Lifting, carrying, pushing, or pulling heavy objects as assigned by the position.
Standing for extended periods of time.
Bending at the waist, kneeling, or crouching.
Seeing to view a computer monitor.