

PERALTA COMMUNITY COLLEGE DISTRICT - September 2021

CLASSIFIED JOB DESCRIPTION

SENIOR NETWORK SUPPORT SERVICES SPECIALIST (SEIU Local 1021 Salary Range 104) Job Code: 599

CLASS PURPOSE

Under direction of the College President (BCC, COA) or Vice President of Instruction (BCC), or Director of IT Services (Laney) provides high-level campus-wide technical support for users of all Information Technology (IT) supported systems, applications and services. This position requires the incumbent to exercise independent decision making, and has responsibility to perform and manage work, and to resolve complex issues with minimal supervision.

WORK SCHEDULE

This is normally a full-time position with a work schedule of five days and 40 hours/week. Duties are performed 12 months a year. May be required to work some evenings and Saturdays during peak periods, such as registration, audits, fiscal year end, graduation, Accreditation or other college events, etc.

EXAMPLES OF ESSENTIAL DUTIES:

The Americans with Disabilities Act (ADA) requires the district to identify the essential duties/functions of the position. Any one position may not include all the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Install, configure, and troubleshoot data communication devices, including but not limited to routers, switches, wireless access points, wireless clients, delivering and maintaining a reliable and stable network infrastructure to support the core instructional/institutional mission of the college/district.
- Create and manage the network resources, including DNS, DHCP, domain controller, Active Directory, LDAP, licensing, applications and file servers, user accounts and related components.
- Plan, design, implement/manage and operate network telecommunication hardware, software and cabling which include servers, mobile carts, smart classroom A/V equipment and network peripherals.
- Plan, design, implement and administer user and work group accounts, network printing services, internet connectivity, network security, and network applications.
- Install, configure application and licensing servers, using Network License Manager (NLM) and Realtime License Manager (RLM) to manage the software licensing. Contact the vendor to obtain the license files and import to servers.
- Manage cloud applications database and licensing, to create authorization files and package the software for computer labs, faculty and staff computers.
- Contact vendors to secure support for campus-based software applications, including installation, configuration, and creation of databases.

Job Description: Senior Network Support Services Specialist

- Under direction of the supervisor, resolve problems by investigating technology issues with users and solicit assistance from the vendor for full resolution of the problems. As appropriate, arrange and conduct demonstrations for the users.
- Implement, manage and monitor security standards for all the network devices and data information stores, including the set-up and maintenance of equipment as routers, switches, access points, firewalls, intrusion detection servers and client for all platforms.
- Implement and monitor disaster recovery standard, including audit requirement, legal requirements, risk analysis, recovery strategies, set up maintenance of fault tolerant hardware and data back-up systems.
- Provide training for the faculty, staff, students and IT team on how to access, manage and set up security permission on servers and personal accounts.
- Coordinate and collaborate with district IT to engage in district-wide projects.
- Administer and manage remote application servers such as Splashtop, Adobe, and Maxon cloud server, by creating workgroups, user accounts, and assigning permissions. Install client software on faculty, staff, and student computers to enable secure remote access to office and lab computers from anywhere. Provide remote support to faculty, staff, and students, resolving IT issues efficiently.
- Work closely with the district IT team to resolve network, wireless, and application issues.
- Based on the institutional technology refresh plan as well as coordination with the technology committee, identify software and hardware needs for smart classrooms, computer labs and other campus locations.
- May identify vendors based on AP 6336: Purchasing, to procure equipment.
- Use network monitoring software, to monitor and troubleshoot the network infrastructure.
- Support the implementation and development in IT and multimedia in hardware and software for MacOS and Windows servers, imaging utilities for workstations, laptops and tablets.
- Configure and manage the campus network, LAN and WAN, in collaboration with the district IT to maintain college's connectivity with the district WAN.
- Coordinate and collaborate with the district IT business and other district office staff to resolve issues.
- Design, develop, deploy and maintain network hardware, software, network devices, servers, RAID servers, routers, switches, firewall, fiber, copper, wiring and cabling. Develop and update a master tracking system of these devices.
- Troubleshoot, diagnose and resolve the network connection between servers and workstations, client and district LAN and WAN. Administer network activities, monitor and analyze network traffic; identify network device defects, its cause and resolve issues.
- Per PCCD standards, create master image and dual boot system for the smart classrooms and computer labs.
- Assign IP addresses for network devices, track IP addresses, map MAC addresses with the IPs on DHCP server.
- Set up email client on Microsoft Outlook, Apple Mail, and mobile devices to connect to the Peralta district exchange server. Establish the network connection from the college to share network drive at the district; set up VPN client for administrators and staff to use the district network remotely.
- Utilize Help Desk ticketing software to track user requests and resolutions; provide prompt trouble ticket updates.

Job Description: Senior Network Support Services Specialist

- Initiate and interact with the vendors for support for warranty, services and replacement of the equipment, and on-site repair as needed. Develop a master tracking record-keeping system and track all activities (but not limited to) listed above.
- Develop training materials (i.e. PowerPoint presentations, handouts, webpages, etc.), coordinate and provide training sessions for faculty, classified professionals, and administrators on how to use new equipment, software and servers.
- Analyze, identify, and update the college's Technology Refresh Plan on a regular basis. Under the direction of the supervisor, provide an update of the Refresh plan to key participatory governance committees including the Technology committee; in time for the Annual Program Review and Resource Allocation cycle.
- Train and support other Network Specialists and Campus IT staff.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

1. Completion of a Bachelor's degree in Computer Information Systems and 3 years of experience in operating desktop computers and LANs including experience in troubleshooting software and hardware problems; or an equivalent combination of education and relevant work experience may be substituted for education/experience on a year-by-year basis.
2. Examples of relevant experience:
 - Familiarity with fiber optic/category 5 UTP telecommunications systems.
 - Knowledge of workstation-based operating systems such as MacOS and, Windows.
 - Knowledge of LAN operating systems such as Microsoft Window Server 2016 and beyond.
 - Knowledge of SNMP management software and router/switched configuration.
 - Proven project management skills.
 - Demonstrated advanced skills on industry-recognized certifications of MCP, MCSA, CCNA or similar.
 - Demonstrated ability to work with PC and MAC-based components using common tools; install PC hardware components; analyze complex LAN systems problems and determine a logical course of action; create work schedules; give reports on progress toward completing projects.
 - Ability to develop and deliver necessary training on equipment, servers, and other relevant topics for the college community.
 - Ability and knowledge of spreadsheet development and other reporting mechanisms to produce master tracking system of the projects and inventory.
 - Demonstrated ability to use an industry Help Desk/ticket tracking system for maintaining equipment inventory and communicating status of user requests.
3. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

DESIRABLE QUALIFICATIONS

- Bachelor's degree from an accredited college or university with major course work in computer science, information science, computer information systems or a related field.
- Four years related experience and/or training configuring and installing LAN equipment such as file servers, workstations, print servers, and data communications.
- Industry recognized certification of any type.

ENVIRONMENTAL DEMANDS

- Occasional work performed alone.
- Constant work around and with people.

PHYSICAL REQUIREMENTS

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs.
- Occasional lifting and carrying up to 15 lbs.
- Occasional pushing and pulling up to 20 lbs.
- Occasional twisting of body.
- Occasional use of manual dexterity.
- Occasional use of tactile acuity.
- Occasional use of visual acuity from a distance, with depth, and for color.
- Frequent work at a rapid pace.
- Frequent reaching, high, low, and level.
- Frequent audio acuity at all ranges, including speech.
- Frequent visual acuity for reading.
- Constant sitting.
- Constant use of clear oral communication.

TOOLS AND EQUIPMENT USED

- Standard Office Equipment.