Network Specialist I

Department: Information Technology
FLSA Status: Non-Exempt

Grade/Level: N/A
Work Schedule: M-F; 8:30 a.m. to 5:00 p.m.; 12 months.

Job Status: 1.0 FTE
Reports To: Manager of Infrastructure and Operations
Amount of Travel Required: <10%
Positions Supervised: None

POSITION SUMMARY:

Assists in implementing, operating, maintaining, upgrading, and securing all local and wide area networks on campus, both wired and wireless.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement

Reasonable Accommodations may be made to enable qualified individuals with physical or mental disabilities that substantially limit one or more "major life activities" to perform the essential functions. Essential functions exclude Other Job Function Statement(s).

Essential Functions Statement(s)

- Assists in designing, installing, configuring, monitoring, and maintaining local and wide area networks, including wired and wireless, and the various components comprising each.
- Implements changes to wired and wireless networks to meet new operational requirements and incorporate new technologies and processes.
- Diagnoses and resolves network problems to maintain acceptable performance and reliability.
- Assists with developing, implementing, and monitoring network security procedures for safeguarding all networked systems.

Other Job Function Statement(s)

- Other duties as assigned.

POSITION QUALIFICATIONS: (The **minimum** knowledge, skills, abilities, licenses, certifications, and behaviors necessary to perform each essential duty.)

KNOWLEDGE (Defines the *mental aspects* of the job. Knowledge is obtained through education, experience, training, licensure, certification, or through a combination of the aforementioned.**)**

Minimum:
- Bachelor's degree in Cybersecurity and Networking or directly related experience.
- Working knowledge of the principles of wired and wireless computer networks.
- 1 years' experience demonstrating the required abilities.

Desired:
- Experience working in higher education. Certifications of Network+, CISSP, or related.

SPECIFIC KNOWLEDGE (Demonstratable knowledge in the following areas is required to perform the essential functions)

- Experience in implementing, support, and maintenance of enterprise wireless and wired networks.
- Planning and implementing disaster recovery practices and policies.
- Knowledge and experience with firewall installation, configuration, and support.
- Programming languages Python, C, C++, Java, and/or other related languages.
- Network troubleshooting tools, such as but not limited to, Wireshark, SolarWinds NPM, etc.
- Network security, such as but not limited to, NAC, SSO, MFA, etc.

License or Certification (To include, but not limited to: State requirements, e.g., counselor or nurse; professional certification in a specified discipline, e.g., Certified Public Accountant.) **N/A**

SKILLS (The *application of knowledge* by the manual, verbal, or mental manipulation of data, words, people, or things necessary to perform each essential duty satisfactorily to fully meet job expectations.)

To perform each essential duty, an individual must:

- Demonstrate proficiency and proper utilization of necessary and appropriate software to the extent required to effectively perform the essential functions.
- Communicate verbally and in written form effectively using a variety of styles and techniques appropriate for the intended audience.
- Answer support calls and be able to troubleshoot with support over the phone.
- Operate remote desktop support tools to assist end users in problem resolution and/or training.

ABILITIES (*Natural talents*, *developed proficiencies*, and or *other job-related requirements*. This section includes ***observable behaviors or behaviors that produce observable*** results necessary to perform the essential functions of the job.)

To perform each essential duty, an individual must have the ability to:

- Quickly diagnose and resolve technical problems.
- Communicate technical concepts, problems and solutions effectively, both orally and in writing.
- Document and organize technical information.
- Recognize technical risks and give careful attention to detail
- Learn new innovative technology fundamentals and concepts necessary to support and troubleshoot devices and software on campus.
- Work evenings and weekends as required.
- Work proactively and independently with little supervision.
- Balance multiple projects and unstructured tasks within deadlines.
- Work under pressure while maintaining a professional demeanor.
- Work with individuals with a wide range of technical expertise and relate technical solutions to end users in translated easily understandable terminology.
- Communicate in a respectful, pleasant and courteous manner within and outside the department.
- Maintain confidentiality regarding sensitive matters.
- Acquire and apply new knowledge through personal development, research, on the job experience, training or education.
- Model high standards of honesty, integrity, trust, and ethical behavior.

PHYSICAL REQUIREMENTS:
Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling, climbing and unassisted lifting (up to 50 pounds) associated with the job duties is required.

WORK ENVIRONMENT:
Typical environment is an office setting with moderate noise. May occasionally work in other locations on campus. May perform essential functions around electrical and electronic components in somewhat confined spaces.

EXPECTATIONS: To meet job, departmental and college expectations, the incumbent agrees to: apply and/or demonstrate the knowledge, skills, abilities, and behaviors needed to perform the duties and/or responsibilities listed above; engage in acceptable behavioral norms that may referenced in a job or departmental memo and the Austin College Operational Guide, in a fully acceptable manner. This job description may not be inclusive of all duties and or expectations. In addition, the College will supply you with resources for success that may include, but are not limited to: an updated job description, feedback, coaching, training, and performance appraisal. It is important to refer to your job description and any other applicable written or oral communication as all relate to work performance and expectations.

DISCLAIMER: The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. *It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities.* Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Executive Signature: _____ Date: _____