

RANGE N05

**JTC NO. TNS
FLSA EXEMPT Y**

**DALLAS COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION**

JOB TITLE: Network/Server Support Specialist III
DATE PREPARED: Fall 2008
DATE REVISED: Spring 2009; Fall 2012; Spring 2015; Fall 2016

GENERAL SUMMARY:

A blended position with primary responsibility of performing complex network support functions and support of PC systems located within the assigned lab(s) and/or building(s). Work with administrative/educational support applications and network activities. Work under general supervision with moderate latitude.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Maintain a high degree of expertise to research, analyze, evaluate and recommend network and application and operating system software/hardware.
- Installs, maintains and enhances selected network operating system and network system software.
- Monitors network performance and resource utilization.
- Serves as a liaison with various location personnel involved with supporting and maintaining network operating system and network system software.
- Serves as a technical resource.
- Responsible for applicable network security.
- Performs routine backups and archival of files stored on the network to assist in recovery efforts.
- Installs Novell client, reset passwords, and set rights. Maintains the operating system and security software utilized on the network, including the addition of new users to the network and the establishment of rights and privileges.
- Maintains the local area network or wide area network, cable and hub installations, inventories, and other related duties.
- May monitor location software licensing compliance.
- May be responsible for hardware asset management.
- Provides expert input in the planning, developing, and implanting of network-client software and/or revisions/updates to existing applications.

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PRINCIPAL DUTIES AND RESPONSIBILITIES: - continued

- Assists in the development of policies and procedures related to network systems and facilities.
- May review and write technical specifications for software/hardware.
- Provides, with other members of workgroup, 24 hour/7 day a week on-call support.
- May provide guidance and/or direction to lower level specialists.
- Performs related duties as assigned.

REPORTING RELATIONSHIP:

Varies to meet organizational need.

PHYSICAL EFFORT REQUIRED:

May be required to lift and move materials and equipment weighing up to 50 pounds.

MINIMUM EDUCATIONAL/SKILL REQUIREMENT:

Bachelor's degree or higher plus two years of experience in a complex network system environment **or** Associate's degree plus four years' experience in a complex network system environment **or** graduation from high school or equivalent plus six years of experience in a complex network system. Requires intermediate knowledge of all facets of complex network system environments, such as Unix, Novell NetWare, and/or Windows NT Server. Ability to communicate effectively both orally and in writing with a wide variety of external professionals and in-house staff from diverse backgrounds. Strong knowledge and experience providing effective customer service. Official transcript will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ccp: 09/01/08-rje
revised: 04/2009 – adhoc – msv
revised: 09/2012 – emm
revised: 04/2015 – emm
revised: 12/2016 - emm
ADA/tmm 06.13.19