

**SACRAMENTO CITY UNIFIED SCHOOL DISTRICT  
Position Description**

<b>TITLE:</b>	Network Specialist I and II	<b>CLASSIFICATION:</b>	Classified Non-Management (SEIU/Office-Technical)
<b>SERIES:</b>	Network Specialist	<b>FLSA:</b>	Non-Exempt
<b>JOB CLASS CODE:</b>	9754: Network Specialist I 9755: Network Specialist II	<b>WORK YEAR:</b>	12 Months
<b>DEPARTMENT:</b>	Technology Services	<b>SALARY:</b>	Range 60 Network Spec I Range 68 Network Spec II Salary Schedule C
<b>REPORTS TO:</b>	Assigned Supervisor	<b>BOARD APPROVAL:</b>	10-06-97
		<b>HR REVISION:</b>	03-23-12; 02-01-18

**BASIC FUNCTION:**

**Network Specialist I:** Perform entry-level technical duties, and provide day-to-day support for district local area networks (LAN), wide area networks (WAN), network servers, and end-user computer workstations.

**Network Specialist II:** Perform journey-level technical duties, and provide system level support for district networks, servers, and associated processes; provide day-to-day support for district local area networks (LAN), wide area networks (WAN), network servers, and end-user computer workstations.

**DISTINGUISHING CHARACTERISTICS:**

Network Specialist I is an entry-level position in this series and has the most limited scope of any network specialist. The Network Specialist I is knowledgeable and capable of supporting specific tasks within the network, but may not understand how those specific tasks fit into the broader picture of how everything works together. The Network Specialist II has a more limited scope of knowledge and capability. The Network Specialist II level is able to understand the major components of networks and, generally, how those components fit into the overall environment. The Network Specialist II functions at the journey-person level and gives guidance to the entry-level position.

**REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principle job elements.)**

**Network Specialist I:**

Assist sites and departments in the day-to-day operation of local area networks and wide area networks; install network workstations and configure workstations based on standard district configurations. Under the technical direction of more senior network specialists, attach peripheral devices, verify data backups and un-interruptible power supplies, to network file servers. Perform basic network administration functions, such as adding/deleting users, applying security restrictions to user accounts, and assigning trustee directory assignments; troubleshoot basic networking problems. **E**

Assist end-users in defining networking requirements and work with other technical personnel and outside vendors in designing networking solutions; coordinate the installation of network cabling, hubs, and adapters with other district personnel and outside contractors. **E**

Execute network procedures, such as bandwidth utilization trending, under own direction and under the technical direction of more senior network specialists. Monitor, improve, refine, and document server capabilities and procedures such as server backups, disk space management, processor utilization, inventory, security, and system management. **E**

Develop and maintain documentation on district workstation and network resources including user information, server and workstation configurations, network cabling, and trouble logs; lift, move, re-position, and connect light to moderately heavy network and workstation equipment components. **E**

Monitor, automate, and improve the efficiency of end-user management; coordinate with Technology Support Specialist staff. Apply district standards in developing solutions that support the computer help desk function, and end-user productivity. As solutions become robust and procedural, turn over execution to Technology Support Specialists or end-user personnel, as applicable; document solutions and train as needed. **E**

Maintain a system-level understanding of network and server applications; improve the efficiency and effectiveness of network application support. Under the technical direction of more senior network specialists, install and refine new network applications; expand and enhance district WAN to provide access to external information sources on a state, national, or global basis. **E**

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities. **E**

Perform related duties as assigned.

### **Network Specialist II:**

Perform all the duties of an entry-level Network Specialist I. **E**

Install network file servers including network operating system, network utilities, application software, and peripheral devices; obtain technical guidance from Network Specialist III; provide technical guidance to Network Specialists I and Technology Support Specialists; lift, move, re-position, and connect moderately heavy network and workstation equipment components. **E**

Assist in developing and executing network procedures, such as bandwidth utilization trending, under own direction and under the technical direction of Network Specialist III. **E**

Develop solutions that support the efficient functioning and ongoing management of the district's network infrastructure and are consistent with district standards. As solutions become robust and procedural, turn over execution to Network Specialists I, Technology Support Specialists, or site personnel, as applicable; document solutions and train as needed. **E**

Expand on system-level understanding of network and server applications; improve the efficiency and effectiveness of network application support. **E**

Expand and enhance district WAN to provide access to external information sources on a state, national, or global basis; assist the Network Specialist III in collecting pertinent WAN and LAN statistics for network performance analysis and capacity planning. **E**

### **TRAINING, EDUCATION, AND EXPERIENCE:**

Experience with a broad range of computer hardware and software, which includes the installation, maintenance, and enhancement of hardware and software on local area networks. Experience in planning and supporting network and computing infrastructure. Experience supporting end-users, both in functional and administrative areas, is essential. Possess strong technical experience installing network software on servers and workstations. Experience managing a network infrastructure, including switches, cache memory management, storage device management, backup and recovery systems, user standardization, and problem resolution.

AND

**Network Specialist I:** Any combination equivalent to: associate's degree with an emphasis in information systems or computer science, and five years general computer and/or networking technical experience in installing and maintaining computer networks.

**Network Specialist II:** Any combination equivalent to: bachelor's degree with an emphasis in information systems or computer science (computer operation, information systems, or network operations), and six years general computer and/or technical experience in installing and maintaining computer networks, and four years experience in network management. At least two years of current duties must be at the Network Specialist I or equivalent level.

**LICENSES AND OTHER REQUIREMENTS:**

Hold a valid California driver's license, and provide personal automobile and proof of insurance. Must be available for mandatory overtime during critical times. Alternative work schedules and/or telecommuting may be mandatory to prevent end-user interference.

Desired industry certifications and knowledge:

- Certifications: Microsoft Certified Systems Engineer (MCSE), Cisco Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP), Cisco Certified Internetwork Expert (CCIE), Certified Novell Engineer (CNE)
- Systems: Windows, Apple, Cisco Systems
- Networking: Switches, Routers, Hubs, Servers, Cables, Racks, Firewalls, LAN, WAN, Transmission Control Protocol/Internet Protocol (TCP/IP), Domain Name System (DNS), User Datagram Protocol (UDP), Latency, Voice Over Internet Protocol (VoIP), Quality of Services (QoS), Enhanced Interior Gateway Routing Protocol (EIGRP), Border Gateway Protocol (BGP), Open Shortest Path First (OSPF), Next Hop Resolution Protocol (NHRP), Asynchronous Transfer Mode (ATM), Point-to-Point Protocol (PPP), Multiprotocol Label Switching (MPLS)

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

Problem solving skills.

Technical expertise on LAN, WAN, network operating systems, network cabling topologies, and industry standards and practices.

Methodologies for managing technical change on a proactive basis.

Basics of data back-up systems.

TCP/IP and wireless standards.

Oral and written communication skills.

Technical aspects of field of specialty.

Record-keeping techniques.

Health and safety regulations.

**ABILITY TO:**

Perform the basic function of the position.

Develop network procedures and documentation that others can execute.

Install, configure, and maintain network services, equipment, and devices.

Make technical trade-off decisions that consider logistical and operational factors with cost factors and standardization efforts.

Function in a team environment to balance technical factors with other organizational factors.

Coordinate with other technical personnel to arrive at optimum solutions.

Use commonly available office automation tools.

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.

Be available for mandatory overtime during critical times.

Work in a manner and at a time so as not to interfere with customer productivity.

Alternative work schedules and/or telecommuting may be mandatory to prevent end-user interference.

Lift, move, re-position, and connect light to moderately heavy network and workstation equipment components according to safety regulations.

Effectively work with program managers and site personnel.

Meet state and district standards of professional conduct as outlined in Board Policy.

**WORKING CONDITIONS:****SAMPLE ENVIRONMENT:**

Office and school site environment; drive a vehicle to conduct work.

**SAMPLE PHYSICAL ABILITIES:**

Sit for extended periods of time; walk and stand to identify and diagnose PC and LAN problems; dexterity of hands and fingers to operate a computer keyboard; reaching overhead, above the shoulders, and horizontally; bend at the waist or crouch to troubleshoot and connect cables; hear and speak to exchange information in person or on the telephone; see to read various documents related to assigned activities; lift, move, re-position, and connect light to moderately heavy network and workstation equipment components; physical, mental and emotional stamina to endure long hours under sometimes stressful conditions.

**SAMPLE HAZARDS:**

Occasional contact with dissatisfied or abusive individuals; exposure to dust when equipment is installed or moved.

**PROMOTIONAL CRITERIA FROM NETWORK SPECIALIST I TO II:**

This series is differentiated from other classifications in the district in that there is an automatic progression from the Network Specialist I to the II level based upon employee performance and meeting the requirements for the higher level.

Promotion to the next level in this series is contingent on two factors. First, the permanent employee must possess the minimum experience, education, and certification of the next level. Second, the permanent employee must have had at least two performance evaluations with an "above average" or better rating within the current Network Specialist level. As soon as an employee meets these two criteria, the employee will have demonstrated increased value to the district and an ability to accomplish tasks that are more difficult. At that time, the employee will be promoted to the next level in this series so that the district may make better use of these talents and experience immediately.