

KENT COUNTY POSITION DESCRIPTION

*Kent County Levy Court
555 Bay Road, Dover, DE 19901*

Department of Administration
Information Technology Office
Classified, GRADE 11
40 Hour Week

NETWORK SPECIALIST I

GENERAL STATEMENT OF DUTIES: Performs highly technical computer network administrative functions and advanced hardware/software configuration; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Positions in this class are responsible for administering server operating systems, applications and communications platforms including but not limited to server and data backups, hardware/software updates. The work involves configuring server operating systems and software applications as well as the installation/configuration of IP phones and other end-user network devices. Also troubleshoots communication issues with servers, desktop/laptop computers, printers, scanners, and cabling including escalated IT trouble tickets. The position works independently, under the supervision of the Network Administrator.

ADA REQUIREMENTS: This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires crawling, feeling, stooping, kneeling, lifting, pulling, pushing, reaching, standing, walking, fingering, grasping, handling, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; mental acuity is required to make rational decisions through sound logic and deductive processes; visual acuity is required for depth perception, color perception, night vision, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker may be subject to inside and outside environmental conditions.

EXAMPLE OF WORK: (Illustrative only)

General administration of all infrastructure systems, applications, and security;
Provide troubleshooting for network-related issues and escalated IT trouble tickets;
Perform routine monitoring of network devices including servers, security appliances and

application performance;
Generate reports documenting network performance;
Configure network hardware and firmware for new installations;
Maintaining scheduled renewals of licenses, maintenance and warrantee support contracts;
Contribute as a member of the network team to the overall functions of the IT dept.;
Serve as backup for computer application support staff.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Good working knowledge of computer networks and computer programs/systems; good knowledge of infrastructure-related projects and daily operations in a multi-site agency; advanced knowledge of personal computers and pertinent applications; excellent communication and customer service skills; ability to work independently with little supervision to accomplish multiple tasks concurrently; well developed problem solving skills; excellent interpersonal, team building and communications skills; regular and timely attendance; performance of duties a safe manner.

ACCEPTABLE EXPERIENCE AND EDUCATION: Associate's degree from an accredited college with major coursework in computer technology or a related technical field with network application certifications or equivalent work experience and 1-3 years of experience supporting computer application and network operations; or any combination of experience, and training which provides the required knowledge and skills.

ADDITIONAL REQUIREMENTS: Possession and retention of a valid motor vehicle operator's license issued by the State of Delaware. Must pass testing for substance abuse and criminal background investigation. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required. Requires work schedule flexibility with after-hours support and on-call availability.

Employee Acknowledgement

Eff. 10/01/07

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