

## KENT COUNTY POSITION DESCRIPTION

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

Department of Administration  
*Information Technology Office*  
Classified, GRADE 13  
40 Hour Week

### **NETWORK SPECIALIST II**

**GENERAL STATEMENT OF DUTIES:** Performs highly technical computer network administrative functions and advanced hardware/software configuration; contributes to the overall implementation and performance of the network infrastructure; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** Position in this class are responsible for development of base server builds as well as testing updates and/or modifications to standard builds. Maintain current server, data, phone system and network component backups, security audits and scheduled hardware and software updates. The work involves configuring/testing server applications, administering the County's virtual environment and contributing to the design and implementation of new network resources. Responsibilities may also include troubleshooting 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)

Contribute to the development and maintenance of standards for general network configurations, applications and security;

Provide advanced troubleshooting for escalated network-related issues;  
Configure and maintain advanced virtual environments.  
Perform routine testing and analysis of all network functions and activities;  
Maintain current documentation of network maintenance and support actions;  
Monitoring of network firewall, VPN and other security appliances;  
Monitor and/or maintain backup systems and DR plans that support general business continuity;  
Serve as backup for computer application support staff.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Advanced knowledge of computer networks, systems and applications; advanced knowledge of infrastructure-related projects and daily operations in a multi-site agency; advanced knowledge of servers and pertinent applications as well as overall general IT infrastructure; excellent communication and customer service skills; ability to contribute in a team environment and also 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 2-5 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.

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Employee Acknowledgement

Eff. 10/01/07

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