

Title: Network Specialist II
Department: Administration
Division/Office: Information Technology Office



Grade 2121; Hourly position; Category: Classified; Job Code: NTII; Rev.:07/01/2021

General Description

The purpose of this position is to perform highly technical computer network functions administering functions and advanced hardware/software configuration; contributes to the overall implementation and performance of the network infrastructure.

This position works under general supervision, independently developing work methods and sequences.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions as necessary.

- Installs, maintains, and monitors network devices, servers, and IP phone system.
- Troubleshoots connectivity issues.
- Backups and restores data.
- Maintains support contracts and licenses.
- Creates and updates technical documents.
- Trains users in procedures related to network software and hardware.
- Assists network administrator and computer technicians as needed.
- Configures security for user and group network access.
- Performs related work as required.

Minimum Education and Experience Requirements:

Requires Associate's degree in network administration, information technology or a related field supplemented by two (2) years of experience in information technology, network systems, or related field or any equivalent combination of education, training, and experience.

Additional Requirements:

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.

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.

Americans with Disabilities Act Requirements:

This is light work requiring the exertion of up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects; work requires crawling, reaching, pushing, fingering, grasping, handling, and repetitive motions; voice communications is required for expression or exchanging ideas by means of spoken work levels, and to receive detailed information through oral

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communications and/or to make fine distinction in sound; mental acuity is required to make rational decisions through sound logic and deductive processes; physical attendance at work site is required to perform manual tasks, provide immediate service to onsite customers, and supervise or interact with work group; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of a measuring devices, determining the accuracy and thoroughness of work, observing general surroundings and activities; the worker is subject to inside environmental conditions, and atmospheric conditions.

Special Certifications and License Requirements:

- Must possess and maintain a valid state driver's license with an acceptable driving history.

Notices:

Kent County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management. This is an employment at-will position.

Employee Acknowledgement