

RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION

JOB TITLE: Network Specialist – Network Infrastructure Management

BASIC FUNCTION: Under the supervision of the area manager, implements and administers the District Local and Wide Area Networks. Uses specialized applications to monitor, administer, and support network system platforms to ensure maximum efficiency and availability of shared resources. This includes but is not limited to planning, configuring, installing, and maintaining routers, switches, UPS, ATS, metering equipment, as well as trending and early alert systems.

PROVIDES WORK OR LEAD DIRECTION TO: Short-Term employee(s) and/or Work Study student(s).

REPRESENTATIVE DUTIES:

1. Designs, installs, configures, administers, monitors and troubleshoots: routers, routing software, routing production environment, switches, switching software, switching production environment, UPS systems, UPS support of the networking production environment, ATS and metered, switched, and basic PDU systems and their associated firmware/software, and the network management stations and network management appliances.
2. Designs and implements IP addressing schema used throughout the network coordinating changes with Micro Support and other Network Support staff.
3. Performs adds, moves, and changes for VoIP phones and desktop computers.
4. Performs periodic preventative maintenance and inspection on network electronics to mitigate environmental concerns such as dirt, vermin, overheating, flooding, etc.
5. Evaluates and recommends new network electronics including server hardware and software for implementation as monitoring tools in the LAN/WAN.
6. Evaluates and approves quotes and design elements for the network as they are presented by management and contractors for new or remodeling installations.
7. Maintains inventory records for network electronics and UPS, ATS, metered and switched PDU hardware.
8. Maintains network diagrams and IP addressing documentation.
9. Supports the user environment by answering emails, phone calls, completing work orders, submitting work orders for faculty, staff and students; acts as an expert technical resource on network electronics and the infrastructure's roll in the production environment.
10. Provides work direction to part-time hourly staff.
11. Maintains expert level knowledge of network, design and data communications including communication protocols.
12. Maintains records of work and documentation, including installation procedures for network electronics and procedures for client workstation connectivity.
13. Acts as lead point of contact for vendors needing direct connectivity to the LAN for the installation of equipment or appliances on the network. Providing current network structure and configuration in the form of diagrams, topology, IP addresses, DNS, DHCP, as well as logical and physical information.
14. Installs, configures, and administers enterprise level trending applications and maintains statistics on network bandwidth, throughput, and errors.

15. Installs, configures, and administers enterprise level early alert notification applications that monitors and alerts administrators of issues in the network equipment and communication protocols.
16. Maintains expert level knowledge in the use of packet analysis tools to troubleshoot OSI Layer issues on the network.
17. Gives backup support to the Network Specialist – Network & Data Security on configuring and troubleshooting many areas of data security and access control.
18. Troubleshoots problems with LAN/WAN connections working with common carriers and service providers to correct connectivity problems between links to other satellite campuses.
19. Provides second level support for District micro support desktop staff.
20. Participates in District-provided in-service training programs.
21. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
22. Performs other duties, related to the position, as assigned.

EDUCATION: An associate degree from an accredited institution in a related field is required. A bachelor's degree is desired.

EXPERIENCE: At least two years of continuous fulltime experience installing, configuring, and working on an enterprise level local and wide-area network. A minimum of two years of continuous fulltime experience installing, configuring, and working on enterprise level switches, routers, UPS, ATS and PDUs is required.

LICENSES/CERTIFICATIONS: Current CCNA (CISCO Certified Network Administrator) certificate; must possess a valid California driver's license, and have (and maintain) an insurable driving record acceptable to the District's insurance carrier, are required.

KNOWLEDGE OF: Microcomputers and their operating systems. Knowledge and experience with monitoring, trending, and alerting appliances.

ABILITY TO: Use appropriate testing equipment and use hand tools to perform job duties.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other departmental staff, contractors, vendors, consultants.

PHYSICAL EFFORT: Dexterity in the use of fingers, limbs and body in the operation of office equipment. Tasks require extended periods of time at a keyboard. Ability to lift up to 50 pounds.

WORKING CONDITIONS: Normal office environment. Tight and dirty IDFs with no or limited environment. Climb ladders, step stools, and manage equipment over your head.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.