

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: NETWORK SPECIALIST III -  
Enterprise Systems Support

SALARY GROUP: B20

DEPARTMENT: Information Technology Division

Page 1 of 3

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Bob Wooderson DATE: 08/22/2016

POSITION #: 008097

**I. JOB SUMMARY**

Performs complex network work. Work involves the implementation, maintenance, and monitoring of a local area network (LAN), wide area network (WAN), and Internet and intranet systems; and training others. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Assists in developing policies and procedures for use at network facilities; maintains the network's physical and logical structures, including network connections; maintains the LAN and WAN, cable and hub installations, and inventories; and ensures operating system updates, security patches, and configuration changes are made in a timely manner, including the administration of network users and establishment of rights and privileges.
- B. Performs tuning and capacity planning activities to enhance the performance of the network resources; monitors the performance of backup, recovery, and archival of files stored on the network to assist in recovery efforts; and researches various hardware and software resources to identify strengths, weaknesses, and potential benefits to the agency.
- C. Monitors the preparation and analysis of statistics on server utilization and availability; ensures adequate disk space is available; analyzes user support statistics and implements appropriate measures; and identifies and secures enhancements to network facilities.
- D. Provides user support and training in the use of available hardware, software, and utilities; monitors the installation, testing, and maintenance of server hardware and software and the application of vendor updates to software; and communicates with vendors, users, management, and network programming staff.

\* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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Page 2 of 3

**III. MINIMUM QUALIFICATIONS**

**A. Education, Experience, and Training**

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Computer Science, Management Information Systems, or a related field preferred. Each year of experience as described below in excess of the required three years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Three years full-time, wage-earning experience with automated data processing systems in installation of computers, printers, communications devices, and office automation software in a LAN/WAN networking environment.
3. Microsoft Active Directory experience preferred.
4. Project coordination experience preferred.

**B. Knowledge and Skills**

1. Knowledge of network facilities and data processing techniques and equipment.
2. Knowledge of a variety of computer application programs and their applicability to computer systems operations.
3. Knowledge of information systems performance monitoring and capacity management tools.
4. Knowledge of server hardware and software, network operating systems, and security software.
5. Knowledge of Microsoft Active Directory and backup and restore procedures preferred.
6. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
7. Skill to communicate ideas and instructions clearly and concisely.
8. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

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Page 3 of 3

9. Skill to recognize, analyze, and resolve network and multi-user computer system problems.
10. Skill in the use of computers, servers, and related equipment in a stand-alone or local area network environment.
- 11/. Skill in problem-solving techniques.

**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, audiovisual equipment, dolly, telephone, and automobile.