

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: NETWORK SPECIALIST V -
Customer Service Support

SALARY GROUP: B24

DEPARTMENT: Information Technology Division

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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: Cathleen Bickford DATE: 11/07/2013

POSITION #: 008225

I. JOB SUMMARY

Performs advanced supervisory work. Work involves overseeing activities associated with a local area network (LAN) and wide area network (WAN); planning, designing, and integrating data telecommunications networks; designing, installing, and monitoring networks; monitoring and analyzing existing hardware and software; developing policies and procedures; evaluating potential network enhancements; and assigning and supervising the work of others. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Determines operational, technical, and support requirements for highly complex, networked computing systems; directs the installation and maintenance of supporting computing hardware and software; and analyzes system procedures, computing hardware, software, and other technology resources to ensure attainment of established performance goals.
 - B. Performs project planning tasks such as project risk assessments, alternative implementation analyses, and project status tracking and reporting.
 - C. Provides input into the preparation of budget recommendations; evaluates technologies for potential acquisition; monitors and reports on operation effectiveness and user support statistics; and makes recommendations for improvement and implements corrective action and appropriate control measures.
 - D. Provides training in methods that ensure effective and efficient work performance and compliance with established computing protocols and standards; provides user support training in the use of available hardware, software, and utilities; trains support staff in the installation, testing and maintenance of computer hardware and software and the application of vendor updates to software; and communicates with vendors, users, management and technical staff.
 - E. Assigns and supervises the work of others.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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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 five years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Five years full-time, wage-earning experience with automated data processing systems in the installation of computers, printers, communication network devices and office automation software in a highly complex WAN/LAN networked environment.
3. Three years full-time, wage-earning experience in the supervision of employees.
4. Project coordination experience preferred.
5. Computing Technology Industry Association (Comp TIA) Network + certification preferred.

B. Knowledge and Skills

1. Knowledge of network facilities and data processing techniques and equipment, personal computer hardware and software, network operating system and security software, and performance monitoring and capacity management tools.
2. Knowledge of LAN/WAN infrastructure, technologies, design, and implementation strategies.
3. Knowledge of personal computer hardware, software, and network operating systems and security software.
4. Knowledge of the principles, practices, and procedures of information technology services.
5. Knowledge of the principles and practices of public administration and project management.
6. Knowledge of Microsoft operating systems, Novell network operating systems, Novell Intranet Ware, Arcserve, or equivalent preferred.

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7. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
8. Skill to recognize, analyze, and resolve computing problems.
9. Skill to review technical data, specification requirements, and prepare technical reports and make technical recommendations.
10. Skill to communicate ideas and instructions clearly and concisely.
11. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
12. Skill in administrative problem-solving techniques.
13. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
14. Skill to train and supervise others.

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, typewriter, calculator, copier, fax machine, telephone, and automobile.