

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: NETWORK SPECIALIST I -
Enterprise Systems Support

SALARY GROUP: B16

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: Bob Wooderson DATE: 01/29/2015

POSITION #: 008227

I. JOB SUMMARY

Performs entry-level network work. Work involves assisting in the implementation, maintenance, and monitoring of local area network (LAN) and wide area network (WAN) and Internet and intranet systems. Works under close supervision with minimal latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Assists in the administration of assigned servers, maintaining inventories, and other related duties; assists in installing, testing, and maintaining hardware and software and applying vendor updates to software; and assists in maintaining operating system and security software including the addition of new users to the network and establishment of rights and privileges.
- B. Assists in performance tuning and capacity planning activities to enhance the performance of the network resources; performs procedures for backup, recovery, and archival of files stored on the network; and assists in conducting product evaluations of upgraded and new hardware and software, identifying strengths, weaknesses, and potential benefits to the agency.
- C. Assists in preparing and analyzing statistics on server utilization and availability.
- D. Assists in providing user support and training in the use of available hardware, software, and utilities; 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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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 one year may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. One year 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. Windows Active Directory 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 network operating systems and security software.
5. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
6. Skill to communicate ideas and instructions clearly and concisely.
7. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
8. Skill to interpret and apply rules, regulations, policies, and procedures.
9. Skill in problem-solving techniques.
10. Skill to recognize, analyze, and resolve network problems.

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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, audiovisual equipment, telephone, and automobile.