

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: NETWORK SPECIALIST IV -
Customer Service Support

SALARY GROUP: B22

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: 03/17/2015

POSITION #: 008230

I. JOB SUMMARY

Performs highly complex work. Work involves coordinating activities associated with a local area network (LAN) or wide area network (WAN); coordinating network design and installation, policy development, training, monitoring, and analysis of existing hardware and software; evaluating potential network enhancements; and supervising the work of others. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Coordinates the operational, technical, and support requirements for highly complex, network computing systems; and evaluates policies and procedures designed to ensure integrity of the network environment to include procedures necessary to save and recover from hardware and software failure.
 - B. Monitors the operational, network environment and takes corrective measures to ensure efficient performance; and evaluates various hardware and software resources to identify strengths and weaknesses.
 - C. Assists with the preparation and analysis of operation effectiveness and user support statistics; provides input for improvements and assists with the implementation of corrective measures; and assists with the preparation of budget recommendations.
 - D. Assists with the development of goals and objectives for the development of field support staff; and provides support in the use of available hardware, software, and utilities to include the installation, testing, maintenance, and application of vendor updates to software.
 - E. 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 four years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Four years full-time, wage-earning experience with automated data processing systems in the installation of computers, printers, communications devices, and office automation software in a LAN or WAN environment.
3. Two years full-time, wage-earning experience in the supervision of employees.
4. Novell experience preferred.
5. 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 personal computer hardware, software, network operating systems, and security software.
5. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
6. Skill in the installation and maintenance of telecommunications, network, and computer hardware.
7. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

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8. Skill to recognize, analyze, and resolve computing problems.
9. Skill to interpret and apply rules regulations, policies, and procedures.
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 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, telecommunications test equipment, dolly, telephone, and automobile.