

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: NETWORK SPECIALIST III –  
Customer Support Services

SALARY GROUP: B20

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: 6/05/2015

POSITION #: 008233

**I. JOB SUMMARY**

Performs complex network work. Work involves the implementation, maintenance, and monitoring of local area networks (LAN), wide area networks (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. Maintains the operational, technical, and support requirements for complex, network computer systems; and assists with the evaluation of 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. Maintains the operational network environment and take corrective measures to ensure efficient performance; and researches various hardware and software resources to identify strengths and weaknesses.
  - C. Assists with the analysis of operation effectiveness and user support statistics; and recommends improvements and assists with the implementation of corrective measures.
  - D. Provides user support and training in the use of available hardware, software, and utilities to include the installation, testing, and maintenance and application of vendor updates to software.
  - E. Trains 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 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 the installation of computers, printers, communication devices, and office automation software in a LAN or WAN environment.
3. Novell experience preferred.
4. Experience in the supervision of employees 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 agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill to recognize, analyze, and resolve network problems.
7. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
8. Skill to train and supervise others.

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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, telephone, dolly, and automobile.