LOCAL AREA NETWORK TECHNICAL SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for performing specialized work in the design, development and implementation of computer applications as well as local area network operating systems. Expertise is required in installing, customizing and maintaining vendor supplied operating systems and application software for Local Area Networks. General supervision is received from the Systems Consultant (Network Services). Does related work as required.

TYPICAL WORK ACTIVITIES

Responsible for needs assessment analysis, support and implementation of computer applications as well as local area network (LAN) operating systems.

Monitors and adjusts LAN systems for optimal performance.

Installs, customizes and maintains all vendor supplied software for LAN operations.

Generates and maintains LAN operating systems (i.e. Novell, Appleshare Pro, Windows, Macintosh System).

Generates, customizes and supports communications software (i.e. IBM, SNA.ps).

Prepares charts, tables and diagrams to assist in analyzing problems for LANs.

Advises user staff in preparing a detailed training program from LAN diagrams.

Organizes and prepares LAN system documentation.

Analyzes, defines, recommends and supports dial-up communications.

Performs hardware and software evaluations and provides management with reports and oral recommendations.

Provides network operators with training required to efficiently use communications hardware and software facilities.

Establishes and maintains standards to most efficiently utilize hardware/software configurations within the organization.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of local area network operating systems and topologies.

Thorough knowledge of communications hardware and software.

Thorough knowledge of personal computer and/or Macintosh application software.

Good knowledge of the concepts of systems analysis.

Ability to communicate clearly, orally and in writing, with network users, technicians, and vendors.

Ability to gather and analyze information and draw logical conclusions.

MINIMUM QUALIFICATIONS

A. Graduation from a regionally accredited or New York State registered college or university with a Baccalaureate Degree in Computer Science or a closely related field, and one (1) year of work experience, or its part-time equivalent, in Local Area Network (LAN) software installation, support and maintenance; or,

B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or a closely related field, and three (3) years of experience, or its part-time equivalent, in Local Area Network (LAN) software installation, support and maintenance; or,

C. Five (5) years of full time work experience, or its part time equivalent, in Local Area Network (LAN) software installation, support and maintenance.

Jurisdiction: Auburn Enlarged School District
Class: Competitive
Adopted: CSC mtg 4/10/18