

Senior Computer and Network Specialist

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
1175	Non-Exempt	Technical / Paraprofessional	PEU Local 1	74	08/28/2003	Classified	1 of 2

DEFINITION: Under the general direction, plan, design, implement and operate computing networking systems including hardware and software, stand-alone, peer-to-peer and client/server operating systems in a major organizational unit at a college, satellite location or the District Office; plan, organize and monitor network and telecommunication operations; develop and perform system procedures; perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS: When compared to lower level classifications in the series, a Senior Computer and Network Specialist performs the more complex functions of designing, implementing and administering Local and Wide Area Networks. The senior classification differs from the specialist classification in that it requires a depth and breadth of knowledge and experience sufficient to permit an incumbent to work independently with minimal supervision and exercise significantly greater leadership and project management skills. A Computer and Network Specialist Supervisor serves as the highest level in this series and has supervisory responsibility for the College and District's Computing Network Systems.

EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS: Duties/essential functions may include, but not be limited to, the following:

- Interface with user community in a collegial manner to determine and document technical requirements for computer and network solutions.
- Create and manage project plans.
- Provide leadership for dealing with change and ambiguous situations.
- Provide high-level follow-through and problem solving for completing projects.
- Design and document network architectures that are efficient, scalable and secure.
- Provide high-level computer and network troubleshooting and solutions.
- Plan, design, implement and operate network telecommunication hardware, software and cabling.
- Plan, design, implement and operate heterogeneous, peer-to-peer, and client/server computer systems that include file servers, client workstations, and network peripherals.
- Plan, design, implement and administer user and group accounts, network printing services, Internet connectivity, network security, and network software applications.
- Provide consultation, training and problem-solving support for client/server computer systems, network systems and applications.
- Communicate with vendors and users to obtain information, resolve problems, arrange and conduct demonstrations.
- Implement, and monitor security standards for all network devices and data information stores, including the setup and maintenance of such equipment as routers and access lists, firewalls, intrusion detection servers, client server platforms and VPNs.
- Implement, and monitor disaster-recovery standards, including audit requirements, legal requirements, risk analysis, recovery strategies, setup, maintenance of fault-tolerant hardware and data backup systems.
- Participate in testing hardware and software products and make recommendations on their use.
- Participate in long-range planning efforts; serve in advisory capacity in determining appropriate hardware and software needs for computing and networking.
- Implement technical procedures on hardware such as diagnostics, pre-failure checks, upgrades, and interoperability.
- Maintain data conversions, databases, and other applications to support computer operations, generate



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and write reports and documentation.

- May provide direction to technicians, student assistants, staff, and others who provide computer systems support.
- Maintain records of activities; develop and maintain system documentation.
- Exercise excellent customer service practices.
- Obtain ongoing training and information to keep skills and knowledge current.
- Coordinate, conduct and participate in user and peer training.
- Communicate with faculty, staff and students via written, verbal and non-verbal methods in order to effectively provide technical services and instruction.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of: Principles, theories, methods, materials, and equipment used in the design, installation, operation, and maintenance of telecommunications, LAN, and WAN technologies including the operating systems, applications, protocols and topologies; planning, installing, operating and managing local and wide area networks and telecommunication equipment; installation, application, maintenance and repair of telecommunications cabling; installation, maintenance, and support of network management software packages; principles and theory of disaster-recovery design and planning including audit requirements, legal requirements, risk analysis, and recovery strategies; concepts and principles of security equipment, such as firewalls, Access Control Lists, Intrusion Detection Systems and routers; principles, theories, methods, materials, and equipment used in the design, installation, operation, and maintenance of telecommunications, and network technologies including peer-to-peer, client server, and stand alone operating systems, peripherals, applications, connectivity, protocols and topologies.

Ability to: Plan, design, implement and operate LAN, WAN, telecommunication hardware and software, fiber and copper media; provide technical advice and assistance on matters relating to the installation and operation of LAN and WAN and telecommunication systems; provide technical advice and assistance on matters relating to the installation, operation, and support of computer systems including multiple networks, peripherals, telecommunications, and Internet; plan, design, implement and operate personal computers, network servers, multiple networks, network peripherals, and telecommunications software and hardware, and fiber and copper media; exercise high level problem solving skills and follow-through on assignments; exhibit a positive attitude towards fellow workers and displays a service orientation with customers; work as a team in a collaborative and supportive manner; coordinate, conduct and participate in end user or peer training; multitask several jobs at one time under sometimes stressful conditions; use electronic test equipment and common small hand tools; execute and communicate oral and written instructions; comprehend technical manuals and instructions.

Education and Training: Equivalent to the completion of an Associate degree in computer science or related field. (Experience may be substituted for education on a year-to-year basis.)

Experience: Equivalent to five (5) years of experience in planning, installing, operating, and maintaining local and wide area networks, computers, servers and telecommunication equipment. At least two years experience in managing network systems. Demonstrated project management experience.

License/Certification: A valid Class C California Driver's License.

Actions: Replaces Senior Network Specialist classification. Adopted by the Governing Board on 08/27/2003.