



NETWORK SYSTEM SUPPORT SPECIALIST

Class Code:
3153

Bargaining Unit:

GOVERNMENT OF THE VIRGIN ISLANDS

Revision Date: Aug 5, 2019

SALARY RANGE

\$0.00 Annually

DESCRIPTION:

This is technical support work in monitoring, testing and troubleshooting hardware and software problems pertaining to a Local Area Network (LAN), Wide Area Network (WAN) and the Enterprise Virtual Private Network (ENTERPRISE)

An employee in this class works under the immediate supervision of the Director of Information Systems. He/she is allowed some degree of independence in carrying out the duties of the job. Work is reviewed through conferences and appraisal of the project from its inception through final stages.

DUTIES AND RESPONSIBILITIES:

DUTIES (NOT ALL INCLUSIVE)

Analyzes data to identify or resolve operational problems.

Provides end users with support for all LAN/WAN based applications.

Installs and configures servers workstations.

Creates electronic data back-up to prevent loss of information

Acts as subject matter expert for trouble shooting and repairing active directory

Conducts site visits to user agency to ascertain the problem and provide technical assistance.

Logs and reports all problems received in a monthly report and maintain for future reference.

Receives trouble tickets and handles the trouble call or assigns them to subordinate technicians and help desk specialist,

Receives trouble tickets and request for password to the ENTERPRISE and e-mail server and provides information necessary to correct the problems and to gain access to the ENTERPRISE.

Provides assistance to management with the implementing of security measures for computer or information system.

Create, evaluate and closes trouble tickets.

Provides lead work to lower level technical and clerical support staff in work functions as requested.

Performs other related work as required.

MINIMUM QUALIFICATIONS:

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A B.S. or B.A. Degree in Computer Science, Data Processing or Information System and two (2) years technical computer/networking experience or related work.

OR

An Associate's Degree in Computer Science, Information Systems or any closely related field and four (4) years technical computer/networking experience or related work.

NECESSARY SPECIAL QUALIFICATIONS

A+ , Network+, or higher level industry recognized certification such as Fiber Optic, Category 6 wiring.

POSITION FACTORS:

FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of local and federal laws, departmental rules and regulations and policies.

Knowledge of fundamental operating rules, procedures and advanced computer commands and operations.

Knowledge of Routers, Firewalls, ISP, TCP/IP, LAN, Servers, DNS, Switching Hubs, VPN and Voice Over IP.

Knowledge of Anti-Virus Software, Anti-Spyware, and installation of all other types of software.

Knowledge of Quality of Service (QoS), Routing tables.

Knowledge of a variety of Network Management Software.

Knowledge of standard concepts, practices, and procedures within the information technology field.

Extensive knowledge of the interconnectivity of the Government wide area network (GWAN)

Skill in the use of computers and related equipment in entering and retrieving stored subject matter and other data.

Ability to read, write, comprehend and follow oral and written instructions.

Ability to communicate with co-workers, end users and ENTERPRISE clients.

Ability to establish and maintain effective working relationships with all persons contacted in the course of the work.

FACTOR 2 - SUPERVISORY CONTROL

The immediate supervisor gives routine assignments with instructions only about the objectives to be achieved, priorities and deadlines. Daily work is performed independently with minimal supervision. Employee is responsible for work outcomes and is given a certain level of latitude, and creativity in project completion.

FACTOR 3 - GUIDELINES

Guidelines include general standards, concepts, practices and procedures along with directives as established within the industry and user agency.

FACTOR 4 - COMPLEXITY

Employee's job functions require trouble shooting and fixing of problems, logging of reports regarding various issues and visiting other agencies. The work requires technical knowledge of computer installation and software operations. The employee is required to correct problems, research issues and direct the agency where to get help or how problems can be solved.

FACTOR 5 - SCOPE AND EFFECT

The purpose of the work is to provide technical recurring tasks assistance, network monitoring, remote configuration, mirror imaging, ping all IP addresses on the Enterprise for replies, support ENTERPRISE operations, repairs equipment, replace HD, and memory upgrading.

The effect of the work is to resolve critical system and operational problems. The results of the work provide products for and facilitate the timeliness of other work processes in the ENTERPRISE operations.

FACTOR 6 - PERSONAL CONTACTS

Contacts are with internal and external users of the ENTERPRISE, and ERP users.

FACTOR 7 - PURPOSE OF CONTACTS

The purpose of the contacts is to address critical system trouble calls, fix the problems and enter status into log.

FACTOR 8 - PHYSICAL DEMANDS

Specific agility and dexterity requirements as well as the physical exertion involved in the work such as climbing stairs, lifting boxes of computers or computer peripherals, pulling and installing cables and other wiring, prolonged sitting, stooping or kneeling.

FACTOR 9 - WORK ENVIRONMENT

Work is performed in an air conditioned office. Employee may be required to travel to other governmental departments or agencies relative to necessary on-site repairs or troubleshooting