



SENIOR NETWORK SYSTEMS SPECIALIST

Class Code:
5112

Bargaining Unit:

GOVERNMENT OF THE VIRGIN ISLANDS

Established Date: Aug 20, 2019

Revision Date: Aug 20, 2019

SALARY RANGE

\$0.00 Annually

DESCRIPTION:

This is work involving, planning, directing, and coordinating of all network related activities within a Management Information Systems (MIS) unit/data processing unit. Work also involves the preparation of network topology changes, LAN/WAN design, installation, configuration, and monitoring.

This employee is also responsible for constant network availability for end-users, and ensuring system hardware, and software remains functional and meets the needs of the office. Reports to a policy maker and the position is one of high confidentiality and will assist and influence policy development for the Department.

DUTIES AND RESPONSIBILITIES:

- Assembles and configures network components and associated services.
- Sets up and maintains basic network operations, including assembly of network hardware
- Expertise across a variety of security products including firewalls, URL filtering, information security and virus protection
- The commercial acumen to provide cost-effective security solutions
- An enthusiasm for staying up to date with the very latest updates about security threats and solutions
- Outstanding communication skills that go beyond "tech talk" -- the ability to translate complex IT matters to those without an IT background Strong time management and organizational skill.
- Previous exposure to Linux and/or Windows Operating Systems, coding languages, and/or Networks.
- Manages the communications network within an organization to include telephone system, internal/external network systems and email systems.

- Oversees and develops guidelines and suggests policies to management as it relates to network security.
- Distributes software upgrades to both internal and external client as necessary.
- Responses to internal and external client's inquiries regarding problems with accessing the network or system.
- Creates batch administration scripts.
- Enforces software licensing agreements to ensure that no licensing agreements are violated.
- Develops a storage management program and provides routine backups to ensure continuously in agency operations. Installs, maintains, and upgrades Local Area/Wide Area network hardware and software.
- Troubleshoots network usage and computer peripherals by isolating and diagnosing common network problems.
- Collaborate with VI Bureau of Information Technology to ensure that departments/agencies is in line with the government's information technology initiatives.
- Installs new users, user environments, directories, and security for network installations. Installs new computer applications and further enhance agency's productivity,
- Performs system backups and data recovery.
- Attends staff meetings to report on and resolve recurrent data communications problem.
- Attends vendor seminars and trainings to learn about hinges in network communication technology.
- Prepare monthly and annual narratives and statistical reports. Conducts training on software applications.

SECURITY FUNCTIONS:

Overall responsible for the day-to-day facility and security related operations, with budget accountability. A primary focus of the role is to ensure that the facility is always secure and collaborates with the Division of Operations to ensure maintained to a standard that is affordable and is continually improved to meet the growing needs of the Department.

1. Security cameras are installed, maintained and operational.
2. Maintains inventory of all facility and vehicle keys.
3. Ensures that inventory of internal assets are done quarterly.
4. Collaborate with the Director of Construction to review and manage all operational management systems, grounds and security encumbrance's are removed; including preventive and corrective maintenance and unscheduled maintenance for the facility.
5. Assist to develop and implement Security policies.
6. Collaborate with HR to develop an on-going program to ensure employee awareness and compliance to Department's Health & Safety, and Environment and Security policies
7. Plan and manage office upgrade works, ensuring that work is progressing as planned, cost is kept within budgets and work quality is of expected standard
8. Assist to negotiate with security services providers and contractors to effect cost reductions.
9. Collect, store and maintain the security systems and data.

MINIMUM QUALIFICATIONS:

Graduate from an accredited college or university with a bachelor's degree in Computer Science, Computer Information Systems, Information Management Systems, and two years of progressively responsible experience involving network operations environment OR five (5)

years of experience in a relative position with progressively responsible experience involving network operations environment.

CERTIFICATES

A+ Network+, or higher industry recognized networking certification.

POSITION FACTORS:

FACTOR-1- KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of various networking environments such as but not limited to Windows NT Server, Windows NT Workstation, Windows 2013, Windows 2000 Professional, Transmission Control Protocol/Internet Protocol, Dynamic Host Configuration Protocol, and Windows Internet Name Service.
- Knowledge of Network Analysis and design.
- Knowledge of the methods and techniques of preparing networking diagrams and documentation.
- Ability to meet and deal with vendors marketing and technical representatives.
- Ability to resolve difficult technical hardware errors by analysis network error logs in the absence of established guidelines and procedures.

FACTOR-2- SUPERVISORY CONTROLS:

The incumbent makes projects and duty assignments, sets overall work priorities and checks completed work for completeness and compatibility. The individual spot-checks technical quality of work being performed and provides necessary technical guidance and assistance on unusual or novel problems. The incumbent is expected to perform with considerable independence of action and exercise a high degree of initiative and creativity.

FACTOR-3- GUIDELINES:

Guidelines include general standards and directives, as established within the industry and the user agency. The incumbent is expected to exercise judgment and independence within the major duty areas.

FACTOR-4- COMPLEXITY:

The incumbent is responsible for managing the installation and modification of the very difficult network systems or for major components of more highly complex network system. This work requires the ability to manage and supervise the resolution of complex problems within the operation of network systems.

FACTORS-5- SCOPE AND EFFECT:

The purpose of the work is to provide guidance regarding installation, modification, planning and coordinating of all network related activities of the computer unit. It is also to make recommendations to upper management personnel regarding the purchasing of any work related equipment.

FACTOR-6- PERSONAL CONTACTS:

Contacts are made with network support personnel and entire staff. Contacts are also made with upper management and vendor representatives.

FACTOR-7- PURPOSE OF CONTACTS:

To obtain or supply information

FACTOR-8- PHYSICAL:

The physical demands described here are representatives of those that must be met by an employee to successfully perform the essential functions of this job.

FACTOR-9- WORK ENVIRONMENT:

Work is performed in an office setting but does require offsite travel to DPW other work sites.