



Savannah State University Position Description – Network Services Specialist II

POSITION DESCRIPTION

Position Title: Network Services Specialist II FLSA Status: Exempt

Reports to: Systems Manger

Department: Computer Services and Information Technology

Date Prepared: January 2008

BASIC FUNCTION

The incumbent in this position provides support for the network infrastructure in the local area network. This includes but is not limited to, enterprise applications, servers, and networking equipment. In addition, the incumbent provides computer support in a timely fashion through help desk requests and by servicing emergency calls. The incumbent also monitors network utilization and develop implementation plans for new applications and systems.

NATURE & SCOPE

Reporting to the Systems Manager, the incumbent serves as a member of a team that provides application and hardware deployment services to the university. The incumbent coordinates work activities through Helpdesk software. The incumbent has the authority to make decisions regarding the method in which network problems and/or repairs are carried out. On the other hand, decisions that deviate outside the scope of PC support must be handled by higher authority. On a weekly basis, the incumbent interacts with vendors, faculty, and staff to carry out the objectives of the position. In addition, the incumbent must stay current with the technological advances in networking that will help to facilitate problem resolution.

PRINCIPAL ACCOUNTABILITIES

- Configure and install Cisco networking equipment
- Provide technical support for the academic and administrative computing
- Update networking equipment with the latest security patches
- Troubleshoot and resolve network connectivity issues
- Maintain user accounts in the Windows domain

SPECIALIZED KNOWLEDGE AND EXPERIENCE REQUIRED

This position requires a four-year college degree in addition to strong application and troubleshooting skills used to troubleshoot network and systems issues in the local area network.