ASHEVILLE, NORTH CAROLINA

Classification Specification

Networking Specialist
Job Code: 2545
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to administer and maintain internet access, network, and telecommunications infrastructure for City buildings and sites, including network security, design, and operational management.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Troubleshoots end-user problems: responds to initial on-site requests for assistance; performs troubleshooting analysis of network infrastructure, internet access, telephone systems, public safety networks and communications, servers, workstations and associated systems; diagnoses and repairs problems; maintains and optimizes performance; checks security logs; and responds to security and trouble alerts; escalates problem to vendors or other personnel as appropriate; ensures continual operations of customers' networks and equipment; and utilizes diagnostic tools and other resources as appropriate.

Designs communications networks and other networks as requested: ensures compliance with applicable policies, procedures, and rules; conducts site survey and workflow analysis to better utilize departmental resources; works with users to plan appropriate locations for network and telephone equipment; and implements new infrastructure.

Monitors service levels of hardware, software, telephony and other network equipment: collects, analyzes and manages performance and capacity data; analyzes system use; identifies trends to prevent system disruptions and downtime; determines necessary changes to hardware and/or software resources to enhance overall system operations; and makes appropriate recommendations.

Participates in procuring network equipment and services: obtains quotes; participates in preparing bid specifications; provides technical review of related proposals and contracts; and makes appropriate recommendations for purchases and contract awards.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession: reviews professional publications, technical manuals, and websites to increase knowledge of hardware, software, and peripheral operations; and attends conferences, workshops, and training sessions as appropriate.

Communicates with supervisor, other City employees, third party service contractors and vendors, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, security and network performance logs and analysis, requests for quotes and proposals, technical documentation, network designs, security notifications and alerts, proposals and contracts, work orders, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Operates, maintains, and utilizes a variety of diagnostic and testing tools and equipment, such as network test appliances, electronic test meters, electronic measurement equipment, ethernet punch down tools, optical fiber test and locate tools, telephone and telecommunications test equipment.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Computer Technology, Electric Engineering, or a related field required; supplemented by three years of experience in network troubleshooting, diagnoses, and design; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain the following additional certifications or licensures: Cisco, Microsoft, Amazon, other original equipment manufacturer certification as available or required.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, electric currents, traffic hazards, bright/dim lights, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.