

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Enterprise Network Specialist II

Unit: Office Technical

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Job Code: J1435

Original Date: 11/2025

Last Revision: 11/2025

Staff Type: Classified

FLSA status: Non-exempt

Salary Range: 33

DEFINITION

Enterprise Network Specialist II are specialized professionals who focus primarily on supporting specific network infrastructure elements and applications.

DISTINGUISHING CHARACTERISTICS

Employees in this role may be assigned to specific departmental locations and campuses serving as the lead infrastructure technical resource. They demonstrate deeper technical expertise and specializations in one or more areas, working independently on complex technology projects, resolving advanced technical issues, and coordinating with districtwide IT leadership on implementation and support strategies.

EXAMPLE OF DUTIES

1. Serve as the subject matter expert for ensuring proper network configuration, maintenance, compliance and performance for enterprise applications and systems.
2. Oversee the deployment and management of endpoint devices through Microsoft Intune, ensuring proper configuration, security policies, and software management.
3. Act as the primary technical liaison for applications support, coordinating with stakeholders, Programmers/Analysts, Data Center ITS, vendors, and District Network Specialists for updates, technical issue resolutions, and user training.
4. Provide direct support to end users of the applications, addressing technical issues, answering questions, and offering guidance to maximize usability and effectiveness.
5. Manage the full lifecycle of the network applications, including updates, testing, documentation, and support during rollout phases.
6. Administer and support network infrastructures as well as any site-specific network infrastructures, including LAN/WAN configurations, ensuring reliable connectivity and optimal performance.
7. Install, configure, and maintain hardware that may be specialized or site-specific such as servers, routers, and switches, ensuring devices are operating correctly and are properly maintained.
8. Provide on-site troubleshooting for network-related issues, escalating to Enterprise Network Specialist III staff for complex problems outside the scope of their responsibilities.
9. Maintain network and hardware documentation, keeping records of configurations, performance issues, and maintenance for accurate reporting.

10. Coordinate with vendors for hardware or software support, ensuring timely resolution of technical issues and service continuity.
11. May monitor and manage site-level security measures, such as firewalls and access control, to ensure compliance with district-wide security standards.
12. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

Advanced diagnostics of digital electronics and telecommunications equipment. ITIL concepts, ticketing systems, and process documentation standards.
Advanced understanding of LAN and WAN topologies, protocols, and support procedures.
Best practices for documenting application-specific procedures, configurations, and troubleshooting steps.
District organization, operations, policies, and objectives.
Familiarity with user access control, permissions, and role-based configuration within districtwide or specialized applications.
Operating systems, application deployment systems, and virtualization technologies.
Operational knowledge of enterprise or specialized applications relevant to instructional, administrative, or business functions.
Principles and practices of networking within districtwide or specialized environments.
Security and compliance best practices related to network management.
Understanding of application integration with network infrastructure and districtwide systems.

Skills and Abilities:

Collaborate effectively with technical support staff(s) to ensure network performance and service continuity.
Coordinate small to mid-scale network upgrade projects with minimal oversight.
Establish strong working relationships with site leadership and users.
Independently maintain, troubleshoot, and optimize networks within assigned scope(s).
Lift objects up to 50 lbs and perform physical tasks associated with cable runs and network equipment installation.
Provide specialized support and documentation for assigned systems or technologies (e.g., firewalls, wireless controllers, or routing protocols).
Respond rapidly and effectively to urgent network issues, minimizing downtime.
Serve as the primary technical resource for assigned network infrastructure.

Training and Experience:

Any combination of training and experience equivalent to: completion of 45 semester units of coursework related to Computer Science, Information Technology, or a related field and five to ten years of successful, progressively responsible experience in computer networking, systems support, or telecommunications.

Advanced certifications such as Cisco Certified Network Associate (CCNA), Microsoft Certified Systems Administrator (MCSA), Microsoft 365 Endpoint Administrator or equivalent are preferred.

WORKING CONDITIONS

Physical Requirements:

Category II: Requires climbing, crawling, and physical dexterity for tasks such as cabling, equipment installation, and lift/carry duties up to 50 lbs.

Environment:

May be assigned to specific sites or departments; may require off-hours work, on-call availability, and travel to nearby facilities. Potential electrical hazards exist if safety procedures are not followed. Work may be performed in server rooms, IDFs, ceilings, or outdoor enclosures.