

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** District Network Specialist

**Unit:** Office Technical

**Page:** 1 of 2  
**Job Code:** J1432  
**Original Date:** 05/2013  
**Last Revision:** 05/2013  
**Staff Type:** Classified  
**FLSA status:** Non-Exempt  
**Salary Range:** 30

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### **DEFINITION**

Under the direction of an assigned supervisor, perform a wide variety of highly specialized technical support in the design, installation, and maintenance of microcomputer and file server hardware and software, printers, networking equipment and wide area network communication equipment for a major campus or CE site.

Positions in this classification provide campus-wide support of multiple instructional, non-instructional, administrative and contract education environments, typically including 400-500 computer work stations. This position may act as a lead and coordinate work teams comprised of microcomputer specialists and instructional lab technicians.

### **EXAMPLE OF DUTIES**

1. Design, install, manage, support, and upgrade local area networks in order to optimize operating efficiency.
2. Configure and install network servers as assigned.
3. Train and assist faculty, staff and students in the use of microcomputers, software and related peripherals.
4. Support network and PC desktop multi-function printer drivers and assist personnel with printing, faxing, and copying tasks.
5. Install pre-imaged desktop computers. Copy user files to new machine and migrate or reinstall software.
6. Create and maintain desktop microcomputer configurations and disk images for individual upgrades and/or entire instructional computer lab configurations. Perform all operating system and application updates as required. Run diagnostic tests and oversee equipment repairs for computers, printers and other peripheral equipment according to District procedures.
7. Support audio/visual (AV) presentation room configurations which may include vendor laptop interconnectivity, multiple laptops configured on wireless networks, running presentation software on AV projectors, sound system interfaces, and coordinating with AV vendors to install, upgrade, tune and repair AV systems.
8. Coordinate with Help Desk Services to identify trends in support of computer or network related equipment and services to better meet the needs of the campus.
9. Perform preventive maintenance on microcomputer, peripherals, servers and networking equipment as identified.
10. Serve as support liaison between campus and central Information Technology staff to coordinate specific tasks for computer and network support.
11. Perform related duties as assigned.

**DESIRABLE QUALIFICATIONS****Knowledge:**

District organization, operations, policies and objectives..  
English usage, grammar, spelling, punctuation and vocabulary.  
LAN topology, protocol, and specifications.  
Principles and practices of work direction and training.  
Principles, practices and procedures of microcomputers, microcomputer laboratories, minicomputers and the computer science field.  
Record-keeping techniques.  
Safety regulations involving computers and electrical equipment.  
Several programming languages, operating systems, application software, Assembly language and an Editor.  
Technical understanding of digital electronics and hardware diagnostics.

**Skills and Abilities:**

Assemble, maintain and perform minor repairs on computer equipment and peripherals.  
Communicate effectively both orally and in writing.  
Create and maintain desktop computer configurations and disk images.  
Creatively solve problems.  
Demonstrate competence in the field of computers.  
Design, install and maintain local area networks.  
Ensure the care and security of assigned equipment, materials and supplies.  
Install pre-imaged desktop computers.  
Issue and receive equipment and supplies.  
Maintain records and prepare reports.  
Meet schedules and time lines.  
Plan and organize work.  
Relate effectively with people from varied cultural and socio-economic background.  
Support anti-virus/anti-spyware software.  
Train and assist faculty, staff and students in the use of microcomputers, software and related peripherals.  
Train and provide work direction to others.  
Troubleshoot network connectivity issues to determine if patch cables or network wiring is bad.  
Understand and follow oral and written directions.  
Work cooperatively with others.  
Work independently with little direction.

**Training and Experience:**

Any combination of training and experience equivalent to: at least four years of successful work experience in the field of computer science, telecommunications or microcomputer networking; or satisfactory completion of 15 semester units of courses related to Computer Science and two years of successful work experience in the field of computer science. Network Engineer Certification (NEC) preferred

**WORKING CONDITIONS****Physical Requirements:**

Lift heavy objects (laser printers, monitors, hardware, etc.) up to 50 lbs. Climbing and manual dexterity required for cabling and installing electronic components.

**Environment:**

Potential electrical hazards exist if precautions are not observed