



City of Irving Job Description

Senior Network Specialist

FLSA Status:	EXEMPT	Job Department:	Information Technology
Job Code:	13131	Reports To (Job Title):	Network Systems Manager

PURPOSE

To provide vision and oversight for the design, implementation and maintenance of network-related software and hardware, systems administration and network system support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Maintain and install new and upgraded operating systems for servers, routers and switches.
- Maintain and establish guidelines for system and network back up.
- Provide technical support for end users.
- Administer network installation and updates of production software.
- Support Citrix Metaframe environment.
- Coordinate network security issues with the Network Security Specialist.
- Install and (re-)configure computer network hardware and network/communications software.
- Design and maintain the e-commerce, wireless, local area network (LAN), storage area network, and internet/intranet systems.
- Design network segments.
- Work with hardware and software vendors on installation, project coordination, maintenance, and emergency response.
- Act as Network Systems Manager in his/her absence.
- Maintain, upgrade, and support firewalls.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Installs and assigns security for Internet accounts.
- Provides network support after hours and on weekends as necessary.
- Provides support assistance with trouble escalations for network division.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise between 1-10 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Awareness of financial needs and deadlines to maintain, upgrade, and perform potential enhancements to system, as well as legal/regulatory licensing requirements, so recommendations can be made to management for budgeting and payment approval.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in Information Technology or a closely related field.

EXPERIENCE

- Minimum of three years of networking and computer support experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid Texas driver's license, or the ability to obtain one, is required.
- Appropriate hardware and software certifications as required by specific job duties.

KNOWLEDGE OF

- Computers and Electronics: Electric circuit boards, processors, chips, and computer hardware and software.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- Computer Networks: Various hardware and software necessary to build a functional network, including routers, switches, firewalls, hubs, wiring, and how TCP/IP packets flow through the system.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.

SKILLS AND ABILITIES IN

- Accuracy: Attention to detail in dealing with numbers, words, and ideas.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Reading Comprehension: Understanding written sentences and paragraphs in work-related documents.
- Service Orientation: Actively looking for ways to help people.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Active Learning: Working with new material or information to grasp its implications.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, one-on-one or with groups, so others will understand.
- Database Development: Programming the indexing, storing, and retrieving of documents.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Speech Recognition: Identifying and understanding the speech of another person.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Problem Analysis: Identifying and defining problems, collecting data, establishing facts, and drawing valid conclusions.
- Self-Management: Working independently and without supervision.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Interacts with City staff, generally key administrative support up through the director level, across multiple Departments when troubleshooting network issues, installing network systems or services and providing end users with training and support.

Externally, the employee interacts with Vendors, related to network and software systems for the purpose of receiving technical support, best practices, upgrade information, technical advancements and consulting services. Further, s/he engages with staff from other organizations for the purpose of establishing relationships, knowledge transfer, and general industry networking for the City's benefit.

EQUIPMENT AND PROPERTY

Personal computer, mobile phone, division-shared iPad, city-issued ID badge, secure thumb drive.

PHYSICAL DEMANDS

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

The employee constantly is grasp, handle, feel, listen, see, sit, stand, and/or talk. S/he frequently is required to carry, drive a vehicle, lift up to 25 pounds, pull, push, reach, stoop, and/or walk. Occasionally, s/he is required to balance, climb, crawl, kneel, and/or lift up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually quiet.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.