

SENIOR NETWORK SPECIALIST

DEFINITION: Under direction, performs work of considerable difficulty in managing and maintaining the computer network and servers within the Navajo Nation Department of Information Technology; troubleshoots computer and network problems and ensures the network is available when needed; develops and maintains documentation for network configurations; advises others on network and computer problems; may perform lead or supervisory duties; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Configures, installs and monitors local area network (LAN), wide area network (WAN), metropolitan area network (MAN) and wireless network servers; configures and maintains routers, switches and enables virtual local area network (VLAN), internet authentication and proxy servers, security appliances/firewalls/virtual private networks (VPN), department surveillance system software and hardware, storage area networks and various network services; tests, recommends and implements new network services; develops and maintains documentation for network configurations; troubleshoots and repairs network server problems; sets up new equipment; maintains network equipment; monitors system performance and makes necessary adjustments for optimal performance; researches, recommends and makes changes to network for improvements; analyzes user needs and develops recommendations.

Coordinates and manages network accounts including user and e-mail accounts; sets up and performs back up procedures; monitors logs; maintains, monitors and troubleshoots network printer and file services; prepares and maintains current network and server configuration and procedure documentation; researches solutions to campus network and servers performance; reviews network design; determines resources needed; installs and integrates network software; evaluates and analyzes technology products and recommends appropriate implementation to programs for use; collaborates with others on a variety of technology and technology support projects and problems; maintains a high degree of technical knowledge and expertise in network technology through research, personal use and training; maintains technical knowledge in current network equipment such as routers, switches, hubs, wiring and network cards; provides assistance to desktop section for various client server problems as needed.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of principles, practices and techniques of computers, network and network equipment.
Knowledge of current technology products utilized in network management.
Knowledge of network devices such as routers, switches and VLANs.
Knowledge of computer network design, installation, configuration, troubleshooting, repair and maintenance procedures and practices.
Knowledge of local and wide area networks (LAN/WAN), internet/intranet, e-mail systems and data communications computer operating systems, software packages, software utilities, proper records maintenance and storage for local and distributed environments.
Skill in planning, designing and maintaining data networks and servers.
Skill in providing technical support to users.
Skill in implementing LAN/WAN maintenance and management procedures.
Skill in explaining technical concepts in non-technical terms to clients and staff.
Skill in establishing and maintaining effective working relationships.
Ability to troubleshoot and solve a wide variety of computer network problems.
Ability to analyze technical problems and recommend appropriate solutions.

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Ability to adapt to changes in technology.
Ability to respond to computer user needs in a positive and professional manner.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work requires continued use of computers and peripherals, lifting and carrying computer hardware weighing up to 50 lbs, climbing, crawling, bending and stooping in the installation or troubleshooting of computer hardware and network systems.

MINIMUM QUALIFICATIONS:

- An Associate's degree in Computer Information Technology, Computer Science or related field; and four (4) years of responsible experience working with Windows servers, desktop systems, Voice over IP, system configuration, design, implementation and troubleshooting and firewall and remote systems, two (2) years of which must have been in a supervisory or project lead capacity.

PREFERRED QUALIFICATIONS:

- A Bachelor's degree in Computer Science or related field.
- Three (3) years of supervisory or lead systems administration experience on Microsoft Windows servers, desktop system, Linux operating system and firewalls.
- Voice over IP (VoIP), Active Directory or SQL database Training.
- A+ Certification, Microsoft MCSE, Cisco CCNA or VMWare Certified.

SPECIAL REQUIREMENTS:

- Possess a valid state driver's license.

Supplemental Requirements:

Incumbent must obtain a Navajo Nation Vehicle Operator's Permit within 90 days of date of hire.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.