

Title: Network Specialist
FLSA Status: Non-Exempt
Reports to: Executive Director

Primary Job Objectives: Provides technical expertise in the installation, inspection, servicing, and repair of the network equipment and wiring.
 Provides direct customer support.

Responsibilities	Performance Measures
1. Provides timely and reliable network support services to all client organizations (e.g., responds to inquiries, provides advice, helps clients use technology resources effectively, resolves problems, etc.)	<ul style="list-style-type: none"> • Utilizes helpdesk application: Acknowledges all requests for support in four hours or less, resolves issues in eight hours or less or takes appropriate measures to escalate issue or establish timeline for resolution. • Provides end-users with information about problem resolution in order to minimize repeat support requests. • Provides the most accurate information possible and willingly conducts relevant research. <p>Other Measurement Tools: Ongoing customer feedback, direct observation, survey results, helpdesk narrative content, training evaluations, adherence to professional development plan.</p>
2. Receives, inspects, and tests new equipment. Installs equipment and network infrastructure (e.g., wiring, terminals, printers, communications equipment, network wiring, etc.).	<ul style="list-style-type: none"> • Logs all work activity in helpdesk application. • Completes installations and projects in a timely fashion. • Notifies customer contacts when network downtime and outages are possible. • Coordinates all support and installation activity with customers.
3. Works with telecommunications and network services vendors/providers to troubleshoot and maintain MVECA wide-area-network.	<ul style="list-style-type: none"> • Maintains vendor contact information. • Logs support requests with support vendors as needed and follows-up at regular intervals until issues are resolved. • Maintains meeting/project notes and develops implementation or installation plans.
4. Reorders installation/bench stock supplies to maintain reliable service levels. Orders computer hardware and supplies as directed.	<ul style="list-style-type: none"> • Collects competitive quotes for purchases. • Consults the MVECA Executive Director on large purchases. • Prepares support documentation for new acquisitions.

<p>5. Coordinates equipment repairs, performs preventive maintenance, maintains existing network equipment, and replaces MVECA maintained network components as needed. Safeguards overall network health.</p>	<ul style="list-style-type: none"> • Monitors bandwidth usage and works to minimize network slowness and performance issues. • Implements and maintains network security measures. • Maintains all network hardware and configurations.
<p>6. Maintains an up-to-date inventory of MVECA maintained network equipment.</p>	<ul style="list-style-type: none"> • Creates and updates MVECA network equipment inventory. Keeps inventory up-to-date. • Tracks age and maintenance history of all equipment.
<p>7. Works with the Director of Operations and Technology Director to install, maintain, and repair workstations and servers.</p>	<ul style="list-style-type: none"> • Maintains familiarity with virtualization software and server environment. • Minimizes downtime and diagnoses server problems. • Installs server software, updates and upgrades.
<p>8. Prepares and submits reports, records, and inventories as directed.</p>	<ul style="list-style-type: none"> • Submits requisitions for all purchases. • Provides written documentation for all activities as needed/requested. • Creates new inventory lists as needed and protects all MVECA assets.
<p>9. Participates in staff meetings and professional growth opportunities as directed.</p>	<ul style="list-style-type: none"> • Maintains a good working relationship with staff and administration. • Continues pursuit of additional skills and knowledge necessary for effective technology leadership.
<p>10. Keeps the MVECA Executive Director informed about emerging issues.</p>	<ul style="list-style-type: none"> • Communicates regularly with Executive Director. • Consults Director about strategic decisions concerning client organizations. • Notifies the Director in situations where work stoppages are possible.
<p>11. Upholds board policies and follows administrative procedures. Refers inquiries requiring policy interpretation to administrative staff. Refers questions about job responsibilities to administrative staff.</p>	<ul style="list-style-type: none"> • Utilizes professional conduct. • Follows documented procedures. • Asks direct questions pertaining to MVECA practices and policies. • Avoids speculation and gossip.
<p>12. Promotes a favorable image of MVECA. Maintains respectful and professional relationships with all customers and coworkers.</p>	<ul style="list-style-type: none"> • Promotes MVECA programming and service offerings when appropriate. • Exemplifies professional conduct and appearance.

13. Maintains an acceptable attendance record and is punctual.	<ul style="list-style-type: none"> • Follows MVECA policies and procedures. • Coordinates workload coverage with scheduled absences.
14. Performs other specific job-related duties as directed.	

Qualifications:

1	Associate's degree in computer science, network communications, and/or equivalent combination of training/work experience.
2	Meets all mandated health requirements (e.g., a negative tuberculosis test, etc.).
3	Documented evidence of a clear criminal record.
4	Experience with LAN/WAN connectivity and support.
5	Experience repairing and maintaining communication equipment and workstations.
6	Knowledge of TCP/IP. Experience installing and configuring software and hardware in a LAN environment.
7	Multitasking ability and strong communication/interpersonal skills.
8	Valid driver's license and a satisfactory driving record as a condition of initial and continued employment.

Performance Evaluation: Job performance is evaluated according to the policy provisions adopted by the Miami Valley Educational Computer Association.

The Miami Valley Educational Computer Association is an equal opportunity employer offering employment without regard to race, color, religion, sex, national origin, age, or disability. This job description summary does not imply that these are the only duties to be performed. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.