

# Local Area Network Support Specialist Tompkins County

**Department:** Newfield and Lansing Schools  
**Classification:** Competitive  
**Approved:** Newfield Board Action  
**By:** AG, Commissioner of Personnel

## **MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered college or university with a Bachelors Degree in Computer Science, Electrical or Computer Engineering Technology, Communications Technology or related field **AND** one year of full-time paid (or the equivalent part-time) experience, working in a Local Area Network (LAN) environment performing needs analysis, software installation, network support and maintenance; **OR**
- (b) Graduation from a regionally accredited or New York State registered college or university with an Associates Degree in Computer Science, Electrical or Computer Engineering Technology, Communications Technology or related field **AND** three years of full-time paid (or the equivalent part-time) experience, working in a Local Area Network (LAN) environment performing needs analysis, software installation, network support and maintenance; **OR**
- (c) Graduation from high school or possession of a general equivalency diploma **AND** five years of full-time paid (or the equivalent part-time) experience, working in a Local Area Network (LAN) environment performing needs analysis, software installation, network support and maintenance; **OR**
- (d) Any combination of training and experience equal to or greater than that specified in (a), (b) or (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

## **DISTINGUISHING FEATURES OF THE CLASS:**

This work involves responsibility for performing specialized work in the design, development and implementation of a local area network (LAN) and associated operating systems. Expertise is required when selecting, installing, customizing and maintaining vendor supplied operating systems and application software designed to support local area networks. Such work may entail running cable, networking routers and modifying or configuring various computer hardware and software applications to work with each other. An employee in this class works under the general direction of a Director of Information Technology Services or a similar information technology lead. The employee may also receive guidance from network systems consultants or network hardware, software and/or service providers. An employee in this class does not generally supervise others. The incumbent will perform all related duties as required.

## **TYPICAL WORK ACTIVITIES:**

- Performs needs assessments, computer systems analysis , recommends networking hardware and software and implementation of local area network (LAN) operating systems;
- Installs, customizes and maintains all vendor supplied software for LAN operations;
- Monitors and adjusts LAN systems for optimal performance;
- Installs and maintains a variety of LAN operating systems (i.e.Windows, Macintosh Systems);
- Prepares charts, tables and diagrams to assist in analyzing problems for LANs;
- Organizes and prepares LAN system documentation;
- Analyzes, defines, recommends and supports high-speed communications connections;
- Performs needs assessments, systems analysis and user support for various computer software applications;
- Performs hardware and software evaluations for the agency and provides management with reports and oral recommendations;
- Provides network operators with the training necessary to efficiently use various types of communications hardware and software;
- Establishes and maintains standards to most efficiently utilize hardware/software configurations within the organization.
- The employee is expected to maintain a current knowledge of the field and may be required to travel to conferences, seminars and/or workshops in order to maintain a current technical working knowledge of local area networks.

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of local area network operating systems and topologies;
- Thorough knowledge of communications hardware and software;
- Thorough knowledge of personal computer and/or Macintosh application software;
- Good knowledge of the concepts of systems analysis;
- Excellent verbal and written communication skills;
- Ability to communicate clearly, orally and in writing, with network users, technicians, and vendors;
- Ability to gather and analyze information and draw logical conclusions.
- Ability to present ideas clearly and concisely, both orally and in writing;
- Ability to establish and maintain effective working relationships;
- Good judgment, initiative, integrity and tact; are all required characteristics.
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

**SPECIAL SKILLS: Not required for employment but can distinguish candidate from basic requirements.**

- Knowledge of MDM systems and familiar with mobile deployment methodologies;
- Knowledge and experience with virtual environments (e.g. VMware, Hypervisor);
- Knowledge and experience with VOIP systems, primarily Cisco environments.

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