

NETWORK SPECIALIST - Town of Ithaca Tompkins County

Department: Town of Ithaca

Classification: Competitive

Labor Grade: P

Approved: TB Res #77-98

Revised: 11/99, 8/02, 5/03, 10/03, 9/23; 9/24

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS; EITHER:

1. Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor Degree in computer science, computer information systems, network technology or a closely related field **AND** two (2) years of full-time paid (or the equivalent part-time and/or volunteer) experience in a network environment; **OR**
2. Graduation from a regionally accredited or New York State registered two year college or university with an Associate Degree in computer science computer information systems, or a closely related field **AND** four (4) years of full-time paid (or the equivalent part-time and/or volunteer) experience in a network environment; **OR**
3. Graduation from high school or possession of a high school equivalency diploma **AND** eight (8) years of full-time paid (or the equivalent part-time and /or volunteer) experience in a network environment; **OR**
4. Any combination of training and experience equal to or greater than that described in (a), (b) and (c) above.

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

DISTINGUISHING FEATURES OF THE CLASS: This skilled technical work involves the development, coordination and management of various information technology activities. This position works with all town departments to provide coordination of the computer network system and management of the various information technology activities including data communications networks, cybersecurity, electronic communications, website, social media and voice communication systems including mobile devices. The work is performed in consultation with department heads to serve as a technical consultant assisting in the identification of appropriate software and technology to meet their needs. The work is performed under general supervision of the Network Manager with moderate leeway allowed for the exercise of independent judgment in carrying out work activities. Although supervision is not a primary function of the position supervision of interns or others working on technology initiatives may be assigned. Network Specialist will perform all related duties as assigned

TYPICAL WORK ACTIVITIES:

Assist with overseeing the Town computer systems, data communications networks and related technology,

Assist with support of organizational software including electronic mail, databases, document management, website, electronic surveillance, electronic access, etc.,

Assist with managing town servers to ensure adequate resources for all town information technology projects, appropriate access controls, and data security,

May assist with activities of the contracted service providers,

Assists with development and implementation strategies to secure and monitor computer systems and networks (with contracted providers, if applicable),

May assist with Communicating es with vendors and technical support to aid in the solution of problems with network hardware and software, copiers, telecommunications and such,

Acts as “Help Desk” for staff on all information technology and telecommunications equipment,

May consult with department heads and users to assess technology needs, evaluate projects, analyze requirements and pertinent technical information, and identify solutions,

May assist departments with the preparation of budget requests and purchases of hardware, software, mobile devices, and other technology,

May assist with budget preparation, purchasing and payment processing of information technology related items,

Develops and documents operational procedures and protocols, including disaster recovery plans,

Assists with managing Town’s website, and assists departments with website postings, social media connections, including the expansion for residents to do business with the town electronically,

Participates in the development of long-term planning strategies for automating workflows, electronic records management, software upgrades, database development, and other technologies,

Assist with overseeing information technology related capital projects and monitors project budgets,

Trains end users on computer systems, some software use, cybersecurity and provides support as needed,

Keeps professional skills updated and consistent with current technology and trends,

Assists in the preparation of grant funding documents as requested.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good technical ability and knowledge of local and wide area networks and network servers with the ability to assimilate network technologies,

Good knowledge of physical network connectivity over fiber, ethernet, and Wi-Fi, network protocols, and network security devices.

Ability to troubleshoot server, computer, printers, copiers, telecommunications, and mobile devices problems,

Good Through knowledge of networks operating systems ex: Windows,

Good technical ability with and knowledge of computer networks and network servers,

Good technical knowledge of current and evolving internet technologies,

Good knowledge of principles, practices, procedures, tools and equipment used in the repair and maintenance of computers,

Skill in the operation of computer and communication equipment,

Ability to learn and apply new technology,

Ability to establish and maintain effective working relationships with board members, department heads, computer users, network and software contractors, and residents,

Ability to develop reports, proposals, cost analyses, budgets and other documentation,

Ability to work with and build rapport with suppliers and vendors,

Ability to perform moderately complex project activities,

Ability to meet multiple deadlines and conflicting priorities,

Good communication skills, judgment, high initiative, resourcefulness, dependability and detail oriented,

Ability to maintain confidentiality,

The employees physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

06/01/98 5/11/20 8/2023 8/2024

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