

## CITY OF RENTON

**CLASS TITLE: NETWORK SYSTEMS SPECIALIST (IS-2419 )**

### **BASIC FUNCTION:**

Under the direction of an assigned supervisor, or designate, perform the full range of system design, evaluation, development, implementation and maintenance activities related to the City's network/telephone data/voice network system to include network servers (excluding host computers), hubs, un-interruptable power supplies, management/inventory/troubleshooting systems and enterprise backup systems, and phone voice switches and related software; provide technical advice and support to users and City Management in the appropriate use of technology.

### **DISTINGUISHING CHARACTERISTICS:**

The Network Systems Specialist is a multi-level position based upon the individuals level of expertise. Positions in this class, under general supervision, diagnose and resolve system problems related to performance, reliability, system down-time. The work requires a detailed demonstrated knowledge of network operating systems design, implementation and on-going maintenance practices, concepts and methods. This position is part of a team of individuals whom comprise the Information Services Department and as such will work cooperatively as a member of that team to resolve problems which fall into other areas of responsibility.. Guidelines are available in project work plans, in technical reference manuals and in departmental and City policies and procedures. Contact is primarily with the system's customers, departmental management and vendors to provide technical information or advice, to resolve problems and/or to coordinate work activities.

### **REPRESENTATIVE DUTIES:**

**\* Analyze needs of clients, formulate solutions and design systems and procedures for implementation; make recommendations to the Information Services Director for cost effective, long-term solutions.**

Evaluate new hardware and software; advise customers and City departmental management on hardware and software alternatives; set standards for selection of software/hardware and assist departments, in conjunction with the Information Services Director, with appropriate recommendations and budget considerations.

**\* Daily activities shall include assuring daily error free operation of the City's local/wide area network, Enterprise backup system (network based) including periodic testing; monitoring of the City's network system with tools provided for purpose of providing pro-active problem resolution, maintenance of the City's micro-computer inventory and virus protection software.**

**\* Seek opportunities to improve work flow/productivity of customers with enabling technologies.**

**\* Keep current on a diversity of hardware and software for work stations, printers, scanners, laptops, pen based computing technology. This position will also be responsible for transferring information on new technologies to the other department team members.**

**\* Follow and maintain expertise in telephony and the integration of voice/data systems by demonstrating expertise managing and maintaining the City's phone/voice systems using tools provided by vendors and/or acquired by the City and make recommendations to the Director regarding implementation of new technologies which improve the delivery of services to staff and constituents at lowered costs.**

Work with departments to plan for the implementation of systems and installation of technology which enhances the departments ability to execute it's service goals and objectives.

Respond to client request for service on problematic systems and/or equipment; troubleshoot problems in conjunction with the IS Help Desk staff to develop solutions; make minor repairs to equipment and arrange for other servicing needs.

Assist in the development of software delivery and maintenance contracts between the City and software vendors.

**\* Communicate with vendors throughout a contract, including training, implementation and support phases of software projects; provide vendor with design specifications as needed to meet customer requirements and/or changes to existing systems.**

**\* Operate, adjust, modify and install a wide variety of computers, peripherals, software and communications equipment to facilitate repair, upgrade and installation of same.**

Perform related duties as assigned.

**\* Denotes Essential Job Functions**

## **KNOWLEDGE AND ABILITIES**

### **KNOWLEDGE OF:**

- Analysis, design and development of complex computer and communications systems including voice/data systems currently owned by the City and future purchases related to the City's local/wide area network.  
Remote manipulation of peripherals (hubs, routers, terminal adapters, etc.) To promote system dependability and up-time.

- Principles of project management and the successful implementation of technology related projects.
- Multi-system communication networks as demonstrated by possession of industry standard certifications..
- Computer hardware and software repair, installation and maintenance.
- Operation of complex and technical computer equipment and peripherals.
- Technical aspects of field of specialty including local/wide area networks and telephony.
- City organization, operations, policies and objectives.

**ABILITY TO:**

- Design and implement computer and communications systems (i.e. dial-in/dial-out modem pooling.)
- Provide technical expertise and assistance to the Information Systems Director and user departments.
- Operate, troubleshoot, adjust and repair computer equipment and peripherals.
- Write clear and concise user documentation.
- Evaluate systems and procedures and develop cost-saving alternatives.  
Maintain the City's telephone system.  
Maintain the City's electronic mail system.
- Evaluate computer hardware and software and make appropriate recommendations for purchase, repair or replacement of equipment.
- Lift and move computer equipment up to 40 pounds.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Analyze situations accurately and adopt an effective course of action.
- Work independently with little direction.
- Plan and organize work.
- Meet schedules and time lines.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Associate of Arts degree in Computer Science, Information Systems or related field and two years of experience in network systems software, analysis, design, network implementation and system management..

**WORKING CONDITIONS:**

Work is performed in an office environment, but includes the ability to lift and move computer equipment weighing up to 40 pounds.