

THE LIMESTONE COUNTY COMMISSION HAS AN OPENING FOR:

NETWORK SUPPORT SPECIALIST

**Alabama Career Center
1819 Bassett Avenue, SE
Decatur, AL
Phone: (256) 355-0142**

Or

**Limestone County Commission
310 W. Washington St.
Athens, AL
Phone: 256-233-6400**

MONDAY THROUGH FRIDAY, 8:00 A.M. UNTIL 4:30 P.M.

**SEE ATTACHED JOB DESCRIPTION FOR TYPICAL DUTIES AND
RESPONSIBILITIES.**

SALARY \$16.96 PER HOUR

APPLICATION WILL BE ACCEPTED THROUGH TUESDAY

AUGUST 15, 2017.

AN EQUAL OPPORTUNITY EMPLOYER (M/F/V/D)

Limestone County

JOB DESCRIPTION

Job Title: Network Support Specialist
Department: Information Technology
FLSA: Nonexempt Grade: VIII
Job Description Prepared: January 2013

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Director
Subordinate Staff: None
Other Internal Contacts: Elected Officials; County Administrator; Department Heads, and Other County personnel
External Contacts: General Public; Various vendors; Cellphone service providers

Job Summary

Under the supervision of the Director, employee provides basic administration, implementation, and maintenance services for the County's computer network, phone, and associated devices. The employee also provides Level II support services for the Trouble Call and Help Desk functions provided by the IT Department.

Job Domains

A. Help Desk and User Training

1. Provides Level II support for IT Trouble Call and Help Desk operations.
2. Conducts and/or coordinates user-training classes as required.
3. Answers questions or resolves computer problems for clients either in person, via telephone, or electronically.
4. Provides assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

B. Systems Administration, Maintenance, and Operation

1. Performs system backups and integrity checks as required.
2. Administers user, directory, & printer security for all systems.
3. Administers E-mail accounts for the County E-mail system.
4. Manages server based software applications and systems.
5. Performs capacity planning and performance monitoring.
6. Performs maintenance and upgrades to server hardware, operating systems, and network systems.
7. Performs setup, management, and service on hardline telephone systems.
8. Coordinates cellphone service and instrument activation.
9. Performs new user account activations.
10. Installs network cables and jack terminals.
11. Monitors users through Adaptive Security Device Management.

C. Administrative and Recordkeeping

1. Maintains work order status & work order time entry up to date.
2. Maintains backup logs, maintenance logs, inventory files, etc.
3. Follows industry and Departmental standards for naming, labeling, and documenting user profiles, directories, cables, equipment, etc.
4. Researches bid quotes for new and replacement equipment.
5. Prepares IT equipment orders.
6. Runs the recycle program for used IT equipment.
7. Performs other duties as assigned.

Knowledge, Skills and Abilities

(* Can be acquired on the job)

1. *Knowledge of County rules, regulations, policies and procedures.

2. *Knowledge of County office locations.
3. Knowledge of computer operating systems and computer networks.
4. Knowledge of Internet HTTP server setup and administration.
5. Knowledge of SMTP & POP3 E-mail setup and administration.
6. Thorough knowledge of desktop computer systems and computer peripheral equipment.
7. Knowledge of basic Local and Wide Area Network systems.
8. Knowledge of TCP/IP communications protocols.
9. Knowledge of desktop office productivity applications (i.e. MS Office).
10. Knowledge of premise wiring and fiber for voice and data communications.
11. Knowledge of safety rules including accident causation and prevention.
12. Reading skills to comprehend technical manuals, directives, procedures and instructions.
13. Verbal skills to communicate effectively with supervisor and co-workers.
14. Writing skills to take field notes, write reports and correspondence using correct English, grammar, punctuation, and spelling.
15. Math skills to perform basic calculations (add, subtract, multiply, divide).
16. Ability to plan and organize work in order to set priorities and meet deadlines.
17. Ability to relate highly technical issues and respond to questions at a layman's level of understanding.
18. Ability to work independently and with minimal supervision.
19. Ability to analyze situations and exercise good judgment.
20. Ability to work effectively with hands using various hand tools.
21. Ability to use standard office equipment.
22. Ability to work in tight or confined spaces.
23. Ability to perform duties that may require long periods of standing, stooping, crouching, walking, recurring bending, stretching or similar activities.
24. Ability to work around electric power lines and sources.
25. Ability to drive.
26. Ability to climb ladders as required.

Minimum Qualifications

1. Possession of a high school diploma or GED.
2. Minimum of one year experience with computers and systems in an office environment.
3. Some college coursework in computer networking is preferred.
4. Ability to obtain and maintain Cisco Certified Entry Networking Technician (CCENT) within 2 years of employment.
5. Possess a current and valid Alabama driver's license.

6. Ability to travel and stay overnight to attend additional training, skills development, and other self-improvement courses.
7. Ability to work nonstandard hours, including weekend and overtime

Work Environment

The work involves moderate risks or discomforts which require special safety precautions, e.g., working around moving parts, carts, or machines; with contagious diseases or irritant chemicals, etc. Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves or shields.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 lbs., crouching or crawling in restricted areas, and defending oneself or others from physical attack.