



**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: **LOCAL AREA NETWORK TECHNICAL SUPPORT SPECIALIST**
Jurisdictional Class: Competitive
Civil Division: County Schools
Adoption: CSM 4/12/2017
Revised: CSM

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for performing specialized work in the design, development and implementation of computer applications as well as local area network operating systems. Expertise is required in installing, customizing and maintaining vendor supplied operating systems and application software for Local Area Networks. General supervision is received from the Director of Technology. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Responsible for needs assessment analysis, support and implementation of computer applications as well as local area network (LAN) operating systems;
Monitors and adjusts LAN systems for optimal performance;
Installs, customizes and maintains all vendor supplied software for LAN operations;
Generates and maintains LAN operating systems (i.e. Windows, Mac OS);
Organizes and prepares system documentation as needed;
Performs hardware and software evaluations and provides management with reports and oral recommendations;
Support other peripheral equipment including the following but not limited to: network copiers/printers, A/V equipment;
Establishes and maintains standards to most efficiently utilize hardware/software configurations within the organization.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, 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;
Ability to communicate clearly, orally and in writing, with network users, technicians, and vendors;
Ability to gather and analyze information and draw logical conclusions.

MINIMUM QUALIFICATIONS: EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in computer science or closely related field, and one (1) year of full-time work experience or it's part-time equivalent, in Local Area Network (LAN) software installation, support and maintenance; OR
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or a closely related field, and three (3) years of full-time experience, or its part-time equivalent, in Local Area Network (LAN) software installation, support and maintenance; OR
- (C) Five (5) years of full-time work experience, or its part-time equivalent, in Local Area Network (LAN) software installation, support and maintenance.