



POSITION DESCRIPTION

JOB TITLE: Network Support Specialist Job Class: 1607		
DATE	DEPARTMENT OR SCHOOL Technology Services	DIVISION
BARGAINING UNIT: ASC		FLSA STATUS: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non exempt
Pay Schedule:	Pay Range:	Management Approval:
<p>POSITION SUMMARY and PURPOSE: (Describe the general nature and level of work performed by this position.)</p> <p>At the school level or as a member of the Technology Services staff, this position provides essential technical (network and personal computer) support to MPS staff, teachers and students.</p>		

Major Duties & Responsibilities: Indicate the approximate percentage of time devoted to each major task or group of related tasks. Summarize position in no more than 15 tasks, each of which requires at least 5% of incumbent's time.

NOTE: An essential function must meet the following criteria:

- 1) The reason the position exists is to perform that function,
- 2) No other employee is available to perform that function,
- 3) The function is highly specialized, and
- 4) Removing the function would fundamentally alter the job.

1. Installs hardware and upgrades and configures customary network/operating system interfaces on PC terminals and printers.
2. Install and upgrade standard and customized software applications as requested by authorized MPS end users.
3. Assist with LAN/WAN administration related to end user e-mail accounts, web pages, file server security etc. as trained and assigned.
4. Respond daily and weekly to a considerable number of common or individual end user problems, taking proactive measures to isolate, diagnose and resolve potential or actual network, hardware or software problems, including contacting varied vendor maintenance resources.
5. Does local school or offsite end user training, one on one with individuals or small groups, from among MPS staff, teachers and students covering basic to intermediate or advanced operation of standard and certain customized software applications.
6. Actively supports the MPS Strategic Plan.
7. Performs other duties as assigned.

<p>SUPERVISION RECEIVED: (Indicate the extent to which work assignments and methods are outlined, reviewed, and approved by others.)</p>

SUPERVISION EXERCISED: (List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following: (a) assign duties; (b) outline methods; (c) direct work in process; (d) review completed work; (e) sign or approve work; (f) make hiring recommendations; (g) prepare performance appraisal; (h) take or recommend disciplinary action.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Education Requirements (Include certificates, licenses, and/or registrations required.)

Associates degree from an accredited college or technical school in Computer Science, Computer Information systems or a closely related discipline and at least two years of experience performing duties related to this position.

Experience Requirements

Familiar with Novell operating systems and relevant skill in support of NT operating systems. Valid Wisconsin drivers license.
Novell Administrator or Microsoft Certified Personnel Certifications desirable. Prior experience providing technical support for an NT operating system.

Knowledge, Skills, and Abilities

Effective oral and written communication and presentation skills are required. Skill at organizing resources and establishing priorities. Experience supervising staff and managing budgets is required. Excellent teamwork skills are essential. The ability to develop effective working relationships with diverse individuals at all levels is required. Must have excellent planning and organizational skills. A strong working knowledge of computer applications to include MS Office software, Hyperion, ESIS and the MPS Portal is required. Must be able to juggle numerous responsibilities with varying deadlines. The ability to gather data, compile information and prepare reports is required.

WORKING ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

General office environment. *Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.