

**NETWORK SUPPORT SPECIALIST**  
(Albany Housing Authority)

**DISTINGUISHING FEATURES OF THE CLASS:** Under the general supervision of the MIS Coordinator, the incumbent in this class has responsibility for the coordination and operation of a computer network providing technical support for computers, networks and their operating systems. This position is responsible for making recommendations concerning the planning of the computer based networks in various locations and coordinating activities of subcontractors and other service providers. The incumbent is responsible for coordinating the response to service calls and may troubleshoot problems on the network and/or over the phone. Incumbents are expected to exercise independent judgement in the performance of duties.

**EXAMPLES OF WORK:** (Illustrative Only)

- Maintains cabling, configuring and installing computer hardware, computers and computer networks and software for network and stand alone computers;
- Makes recommendations to administrators regarding policies and standards for the computer and computer networks;
- Arranges for the installation of administrative and instructional software on computer networks;
- Provides for software support on computer network;
- Analyzes computer needs and makes recommendations for improvements and enhancements;
- Troubleshoots hardware and software conflicts and problems;
- Provides on-site coordination and support for subcontractors (e.g., would handle wiring for computer installation);
- Arranges for and coordinates all necessary maintenance services to all hardware and networks;
- Plans and implements required configuration changes to local area networks;
- Prepares proposals for purchasing new equipment;
- Oversees the maintenance of an up-to-date database and insures timely delivery of service;
- Coordinates the scheduling of outside providers and network personnel;
- May attend workshops and seminars to maintain up-to-date knowledge of network operating systems;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of the principles, practices and procedures involved with computers and area networks;
- Good knowledge of the various applications and other software required to maintain computer and area operating systems;
- Good knowledge of LAN and WAN systems configuration;
- Working knowledge of wiring for the purposes of connecting personal computers to the network;
- Working knowledge of the use, function and potential of mainframe applications;

- Ability to analyze and resolve computer, LAN and WAN systems software problems;
- Ability to install, monitor and maintain computer, LAN and WAN systems software products;
- Ability to identify and resolve user problems;
- Ability to communicate effectively both orally and in writing;
- Willingness to travel to different work sites;
- Initiative;
- Patience;
- Tact;
- Sound judgement;
- Physical condition commensurate with the duties of the position.

**MINIMUM QUALIFICATIONS:**

- (a) Graduation from a regionally accredited or New York State registered college accredited by the NYS Board of Regents to grant degrees with an Associate's Degree (or higher) in Computer Science or closely related field; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma and two (2) years experience managing LAN and/or WAN networks

**NOTE:** Certification from a network training program that is vendor approved may be substituted for one year of the required experience.

**SPECIAL NOTE:** A valid NYS Driver's License and availability of private vehicle is required at the time of appointment and for the duration of employment.

Revised: 8/26/09