FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 1996

NETWORK APPLICATIONS SPECIALIST

FLSA STATUS: NON-EXEMPT – PAY GRADE: 19 - C

GENERAL STATEMENT OF JOB

The Network Applications Specialist provides day-to-day operations support for local and wide area networks, including the installation, testing, maintenance and customization of network system and application software, the IBM PC and Macintosh systems as required to foster student success and enhance employee productivity. Employees in this class supervise and train product specialists and integrated system specialists at assigned campuses and sites.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Maintains a system for monitoring, evaluation and reporting on network performance and usage; assists in the support of other computer systems as required.

Maintains computer hardware and software; performs preventive maintenance on computers.

Installs and troubleshoots for a wide variety of computer components, including but not limited to, adapters, monitors, hard drives, floppy drives, memory, CD ROM drives, sound cards, emulation adapters, keyboards, modems, scanners, printers, laptop computers, system boards, mice, work stations, tape backups, PC's and software.

May supervise various technical support staff dependent upon assignment.

Schedules and provides training in the use of end user software production; trains and connects users in mainframe environment; informs users how to get upgrades for computers.

Performs administrative duties such as attending meetings and professional seminars, maintaining calendars, filing invoices, reports, ordering supplies and researching technical articles.

Trains and educates appropriate staff in network system administration tasks such as the diagnosis and troubleshooting of network application problems.

Coordinates and maintains procedures for backing up all servers; ensures that defined procedures are followed.

Develops and implements a comprehensive security plan including physical, user sign on and virus protection for all microcomputer networks.

Prepares documents to support future needs and testing; determines best courses of action to solve problems.

Verifies testing is complete and system is debugged.

Supervises subordinate personnel.

Organizes movement of related or non-related office equipment and hardware.

Compiles data for supervisor.

Publishes results of survey or findings for ISS staff for planning.

Performs related duties as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator or designee.

SUPERVISION EXERCISED

Employee may act in a lead capacity or may supervise assigned staff.

MINIMUM QUALIFICATIONS

Requires a high school diploma or high school equivalency supplemented by four (4) years of experience in utilizing and/or providing training in office systems and decisions supported software.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc.. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Revised 11/99