

JOB TITLE: Network Support Specialist
PAY GRADE: CL 27
LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, ensures the continuous and efficient operation of District network and connected equipment; installs, maintains, and networks components across District locations; provides technical support for District devices and software; configures networked computer workstations and related equipment and software; maintains and monitors network security for workstations and servers; coordinates the operation of instructional computer labs and classrooms; plans, designs, and maintains complex systems and networks, including instructional technologies; and serves as a technical advisor to District staff.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Installs, configures, tests, upgrades, patches, and maintains networking components, computers, and peripherals, including servers, printers, software, Windows and Apple devices and computers and operating systems, and other peripherals; ensures workstations comply with current license and copyright laws.
2. Installs and configures computer and network related upgrades and enhancements; replaces or repairs equipment; coordinates and communicates system changes with appropriate District staff; performs installation for additions, moves, and changes to locations.
3. Responds to computer system emergency situations, including service interruption, system failures, power outages, cyber issues, and damaged media and hardware; troubleshoots network hardware and operations problems; performs backup and recovery operations.
4. Documents steps and actions taken during troubleshooting process; documents technical issues with District's work order tracking system; schedules and prioritizes work orders and service tickets; reviews work order and service ticket resolutions for completeness and accuracy; participates in coordinating project tasks and work sequences; monitors and prepares reports of project status; leads and participates in technical projects.
5. Analyzes equipment problems using diagnostic and testing devices; troubleshoots and diagnoses complex network problems, including network or internet access, email, and server connectivity; tests and resolves operating systems and workstations for potential viruses, spyware, adware, or other security problems.
6. Maximizes service quality and productivity using Mobile Device Management (MDM) tools and cloud-based desktop support; uses endpoint compliance reporting and monitoring to identify vulnerabilities; provides cloud service software deployment, security updates, and Operating System (OS) updates.

7. Configures end users network accounts onto local network-connected devices; sets up related, dedicated servers to communicate on a network; configures user preferences on individual workstations, including user and email profiles, special application requirements, printers, and peripheral configurations.
8. Provide remote support for District owned devices.
9. Deploys and manages internet and intranet virtual desktop infrastructure and virtual applications to maximize service quality and productivity for employees and students while providing a secure and equitable experience.
10. Participates in the administration of the District's network servers, including Virtual Local Area Networks (VLANs), firewalls, switches, and routers; configures and corrects system parameters, directory structures, security, and software; tests existing systems for potential viruses and security problems; assigns and maintains network addresses; provides end level resolution to computer and network related issues.
11. Installs cables, including ethernet, fiber optics, conduits, wire molds, cable racks, and trays to meet American National Standards Institute/Electronic Industries Alliance/Telecommunications Industry Association (ANSI/EIA/TIA) industry standards for cabling and cable terminations; makes cable connections on blocks, jacks, and terminals; makes cross connections, tags, or marks cable designation strips, blocks, and jacks; installs and sets data lines.
12. Troubleshoots, repairs, and maintains electronic media equipment and systems; provides support for broadcast equipment users.
13. Develops and maintains documentation on network infrastructure, applicable system blueprints and schematics, equipment installation procedures, and recycling of surplus computer assets; maintains an inventory of materials, equipment, and supplies.
14. Interacts with vendors to coordinate hardware and software issues; serves as technical liaison to vendors and specialists to provide support; orders and transports materials and equipment to onsite and offsite locations.
15. Researches and makes recommendations on data transmission and network projects; participates with District staff to estimate network system costs, timelines, alternatives, and special needs.
16. Participates in the planning and design of data communications facilities and equipment for Local Area Network/Wide Area Network (LAN/WAN) requirements; confers with contractors and service providers involved with data communications projects to ensure compliance with District specifications; reviews blueprints and schematics and evaluates the adequacy of specified material and supplies; designs and configures hardware layouts for new or existing facilities in accordance with industry standards; facilitates and coordinates the installation and movement of District staff and lab computers and related equipment; determines locations for terminal closets, cable, conduit routing, and computers.
17. Assists in developing the department budget; projects upcoming equipment purchases, repairs, and labor needs; assesses and evaluates proposed projects and upgrades; initiates and prepares quotes, recommendations, and proposal requests to provide computer and network equipment, software, and services that meet District interests and standards; reviews and submits documentation, as needed; orders and transports materials and equipment to District locations.
18. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
19. Performs related duties that support the overall objective of the position.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Computer operations, including the relationship and usage of input and output components, business and education support software, and terminology.

- Instructional, administrative, and business-related software.
- The structure and function of multi-platform computer operating systems, hardware, networking systems, and related peripherals, including Windows and Macintosh operating systems.
- Data communication protocols.
- Processes and procedures for setting up new equipment, troubleshooting, and performing routine maintenance.
- Computer-based local area networks, network operations, connectivity between servers, and integration of data and telecommunications.
- Physical elements of a computer network, including cabling and connections, routing, and switching.
- Electronic and electrical theory and practices, including low voltage electrical design, installation, and maintenance.
- Federal, state, and local laws, codes, and regulations regarding support of District technology systems, networks, and software, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Basic research methods and techniques.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Perform technical and operational duties to support computer and network equipment, peripherals, systems, and software, including analysis, design, configuration, maintenance, troubleshooting, and operation.
- Evaluate, design, plan, and perform network cable plant installation from conception to completion.
- Fabricate and connect interface cables and connections between computers.
- Analyze data, evaluate the needs of users, and develop solutions.
- Read, interpret, and apply technical information, including architectural, engineering, electrical, and equipment blueprints and schematics.
- Conduct individual instruction and technical assistance on how to use educational and business-related software, internet, utility, and connectivity software.
- Communicate technical concepts to nontechnical users.
- Provide group and individual instruction and training.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan and organize work to meet schedules and changing deadlines.
- Perform basic record keeping functions.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including those used with computer and network equipment and systems.
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Coordinate with staff and others to minimize delays or interruptions to District activities.
- Prioritize response time to network emergencies.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Two years of college level course work or equivalent professional training in computer science, electronics, mechatronics, or a related technical field.
- Applicable industry certifications may substitute for some education.

Experience

- Four years of experience in network and computer technical support and server administration.

License/Certificate - Possession of, or ability to obtain within a reasonable timeframe, each of the following:

- Valid California Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting travel from site to site; exposure to noise, dust, fumes, and noxious odors; exposure to electrical energy. Position may be required to work evenings, nights, and weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, climb, and twist;; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Board Approved: July 15, 2025