

NETWORKING SPECIALIST (12232)

GENERAL DESCRIPTION OF WORK

Positions in this banded class perform highly technical and analytical work in serving as a specialist for networking, enterprise network planning, high-level troubleshooting, security, network system administration and/or networking products and services. Work includes the enterprise design, review of internal and external infrastructure requirements, technology evaluation, testing and developing guidelines for implementation. Specialists may consult with clients and/or vendors to determine future enterprise network systems requirements, their costs, feasibility, design additions, solutions to complex network operating problems and the design of network security systems. Positions may be responsible for developing requests for proposals (RFPs) and contracts for services. Work may require serving as a subject matter expert on the network and associated services including serving as a resource/mentor to analysts in network problem solving and design. This includes determining needs and researching new technologies, additions and improvements. Positions may serve as a technical specialist in network management systems or telecommunications networks (data, voice, video, voice-over IP, etc.), network architecture, network systems administration, network services and converged network services. Positions may serve as supervisors or team leaders within their work units.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Independently design (or redesign) technical systems of moderate scope and impact and/or key components of larger systems overseen by senior specialists. Evaluates needs and risks and provides solutions accordingly.	Knowledge of complex technical networking systems. Ability to evaluate, design and maintain complex technical systems. Ability to consult and advise on data security requirements.
Technical Support	Provide high-level technical support for issues referred from lower tiers. Provide support for complex issues within either a wide range of technologies or a focused area of specialty.	Sufficient knowledge of technology and resources available to resolve network operating problems referred by analysts or clients.
Planning and Organizing	Provide input and feedback to leadership regarding work standards and processes, policy development, recurring issues and future needs.	Ability to organize and follow complex and/or detailed technical procedures. Ability to identify needs or shortfalls and participate in organizational planning and improvement.
Project Management	Manage complex smaller projects or components of larger projects under the direction of senior specialists. Develop project plans, oversee the work of technicians, and ensure the completion of project goals and objectives.	Ability to manage projects of medium to high complexity and develop project plan, manage milestones and drive project forward.
Consultation Skills	Work with clients on developing custom solutions for specific needs on a smaller scale.	Ability to consult on issues and requests from clients that require the implementation or creation of a custom solution.

JOURNEY

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Serve as a subject matter expert in specialty areas such as network design or network management systems. Provide technical consultation on issues related to the area of specialty and mentors other networking personnel. Analyze and implement solutions for evolving security requirements.	Extensive knowledge in a technical specialty area. Full understanding of large-scale, multi-component network administration and security requirements. Detailed understanding of technical issues to design architecture for stable technologies. Ability to consult and advise on data security requirements.

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Technical Solution Development	Research, develop and implement new technologies. Develop enterprise guidelines for implementation of new network based products and services.	Ability to develop solutions that impact the statewide/agency/ university infrastructure. Ability to investigate, research and implement new technologies to improve network service and/or performance.
Technical Support	Ensure network management tasks such as managing security, access, and performance enhancements are conducted according to enterprise standards. . Analyze network behavior and problems on enterprise-wide data network. Resolve issues with limited precedent and/or with no established remedy process. Involves project management of large-scale issue remediation efforts.	Advanced knowledge of technology resources and specialty areas to serve as a resource for analysts. Ability to develop custom solutions for uncommon problems.
Project Management	Manage projects of a large scope which involve the design, implementation and support of network architectures involving a range of technologies. Activities include developing RFPs, supervising staff, managing expenses, directing the activities of vendors/contractors and extensive consulting on client needs.	Ability to manage projects that require directing the work of others and with some latitude on actions or decisions.
Consultation Skills	Work with senior leadership to develop long-range strategic plans and build client support for IT objectives.	Ability to consult with clients, high-level technicians, analysts and peers to resolve problems. Ability to consult with senior level decision-makers, on an on-going basis, to develop long-range strategic alternatives.

ADVANCED

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Design architecture for enterprise-wide network infrastructure such as Wi-Fi, fiber optics, WAN connectivity etc. Determine security requirements and makes decisions regarding resource allocation/distribution. Ensure appropriate interfaces with other networks and compliance with all associated policies and regulatory requirements. Serve as a “tier of last resort” in providing support for the most complex, far-reaching and catastrophic networking issues. Design and develop custom support or analysis tools.	Significant knowledge to be considered the statewide/university/agency expert in an advanced voice, video or data network specialty and serve as a resource for other specialists. Full understanding of enterprise networking landscape and organizational needs. Extensive knowledge to design the most advanced solutions associated with network expansions and integration of new technologies. Ability to consult and advise on data security requirements.
Planning and Organizing	Co-develop policies regarding networking standards of use. Develop short- and long-term plans for enterprise network needs. Makes recommendations to budget authority.	Ability to lead the work unit in long-term planning.
Project Management	Manage the largest and most complex projects such as capital building projects and pilot projects. Establish and maintain processes for monitoring quality control, daily operations, on-site engineering and technical support of enterprise network environment	Ability to manage projects of high impact and/or complexity which involve significant changes to infrastructure or the implementation of emerging technologies.

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	Direct the work of other networking professionals, make equipment purchasing decisions, manage other associated fiscal matters, develop technical strategies, and ensure that designs meet accepted enterprise standards.	
Consultation Skills	Make recommendation based on feedback regarding the needs of the user community. Investigate and analyze emerging technologies and advises top-level decision-makers.	Ability to consult with clients, high-level technicians, analysts and technical peers to resolve problems. Ability to provide expertise and consulting to committees, boards and/or CIO.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor's degree in Computer Science, Computer Engineering, Engineering, Electronics or related technical degree from an appropriately accredited institution and three years of progressive networking related experience such as network design, analysis or network management; Bachelor's degree from an appropriately accredited university and four years of progressive networking experience; or an Associate's degree in Electronics or Networking Technology and four years of progressive networking related experience; or an equivalent combination of education and experience.

SPECIAL NOTE

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.