



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: NETWORK SPECIALIST

BARGAINING UNIT: [CIV MANAGEMENT](#) CODE NUMBER: 0215

PAY RANGE CODE: [12.2 MC](#) REVISION DATE: 3/29/18

NATURE OF WORK:

This is specialized and technical work in the operation and maintenance of a departmental and/or divisional local and wide area computer network (i.e. Geographical Information System (GIS), Computer-Aided Dispatch, etc.). The incumbent is responsible for the operation, evaluation, recommendation, and installation of hardware and software. Work involves acting as a liaison with DOTComm to ensure adherence to established City standards and practices. Work also includes providing end user support and training. The incumbent may assist in the development and implementation of applications specific to the department.

ESSENTIAL FUNCTIONS: *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Installs and configures networking hardware, including routers, switches, hubs, cabling, fiber optic cable, wireless systems and other network communication devices and media.

Performs hardware and software upgrades to existing systems.

Monitors and maintains network hardware and software components in order to ensure maximum network performance; reviews network alerts and statistics; provides preventative and corrective action as required.

Maintains network passwords and security protocols. Coordinates with DOTComm to ensure that City computing standards are maintained.

Develops procedures, configuration, and documentation specifications for networking hardware and software.

Develops and maintains a geographical database of network assets throughout the city.

Provides support and training to network users regarding network operations and various software packages.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

The following essential functions are specific to the designated department:

Planning Department:

Develops and maintains a mobile device management (MDM) database of mobile assets.

Provides support and training to network users regarding network operations and various software packages.

Provides online support for the enterprise citizen website.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of modern networks and the ability to analyze local area networks (LAN) and wide area networks (WAN) using the appropriate tools.

Knowledge of routers, hubs, switches, and structured wiring systems.

Knowledge of various operating systems and virtualization technologies.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to establish and maintain effective working relationships with fellow employees and members of the general public.

Ability to effectively train others on the basics of personal computers and software applications.

Ability to follow oral and written instructions.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to sit from 51 to 75% of the time; to type from 26 to 50% of the time; and to climb, reach, balance, bend, stoop, squat, kneel, crouch, crawl, stand, walk, push, pull, and lift up to 25% of the time.

Ability to use up to thirty (30) pounds of force to move objects up to 33% of the time and to use lesser amounts of force to move objects from 34% to 100% of the time.

If assigned to the Planning Department:

Knowledge of modern mobile devices.

Knowledge of SQL Server Reporting Expertise commercial off-the-shelf (COTS) systems.

Ability to analyze mobile devices and perform repairs.

EDUCATION AND EXPERIENCE: *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

High school graduation or equivalent

AND either:

1) One (1) year of experience in the installation and maintenance of networking/data communication systems.

OR

2) One (1) year of experience in the support, installation, maintenance, or administration of a COTS or in-house developed business application or equivalent software application(s).

SPECIAL QUALIFICATIONS

Depending upon the assigned position, Cisco Certified Entry Networking Technician (CCENT) certification or equivalent is required.

Depending upon the assigned position, Cisco Certified Network Associate (CCNA) certification is preferred.

Depending upon the assigned position, six (6) months of experience using Accela Automation is preferred.

WORKING CONDITIONS: *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed primarily in an office setting amid normal conditions of dust, odors, fumes, and noises.

EQUIPMENT OPERATION: *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Computer	Mobile Device (tablet, smartphone, etc.)
Cable tester	Networking switches and appliances
Calculator	Telephone

Previous Revision Date(s): 9/14/93
5/27/15
6/29/17