

## JUNIOR NETWORK MANAGER

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision of a higher level technical employee, this position assists in the development, installation, monitoring, operation, configuration and debugging of computer network systems. This individual will operate on a team that plans for network improvements. The incumbent will be required to assist in the analysis and diagnoses of network hardware and software problems. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Assists and participates in the configuration of routers, switches, and servers; Assist in support and maintenance of network desktop computers; Assists in Server installations; Assists in firewall and intrusion detection; Participates in Network Monitoring; Assists with Domain Maintenance; Responsible for monitoring of the backup computer system to ensure integrity; Assists and participates in troubleshooting hardware and software conflicts and problems; Assists and participates in providing required upgrades and patches; Assists and participates in providing required configuration changes; Assist with the troubleshooting and maintenance of LAN and/or WAN connectivity; Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

### FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good Knowledge of Microsoft Windows Servers and Operating Systems; Good Knowledge of Network Support, Management and Administration; Good Knowledge of Linux Operating Systems; Good Knowledge of Cisco and Windows Networks; Good Knowledge of Routers and Switches; Working Knowledge of Intrusion Protection and Detection (IPS/IDS) Basics; Ability to install and configure software and hardware; Ability to test and maintain operating systems, applications and system management tools; Ability to learn new operating systems; Ability to create and maintain technical documents and manuals; Ability to setup and maintain accounts, permissions, and domain credentials; Ability to design and deploy networks; Ability to identify, evaluate and mitigate security risks, threats and vulnerabilities as well as investigate and escalate security breaches and unauthorized access; Ability to develop knowledge of personal computer operations and local and/or wide area networks; Ability to develop effective working relationships; Ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; Ability to use computer applications such as spreadsheets, word processing, email and database software; Tact; Resourcefulness; and Physical condition commensurate with the duties of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma; and EITHER;

A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in computer science, computer technology, data processing, management of information systems or a related field and one (1) year of experience involving responsibility for the maintenance, configuration, or installation of mainframe and/or micro-computer hardware and software which shall include networking; OR

B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, computer technology, data processing, management of information systems or a related field and three (3) years of experience involving responsibility for the maintenance, configuration, or installation of mainframe and/or micro-computer hardware and software which shall include networking; OR

C. Five (5) years full-time paid or equivalent part-time paid experience involving responsibility for the maintenance, configuration, or installation of mainframe and/or micro-computer hardware and software which shall include networking; OR

D. An equivalent combination of training and experience as defined within the limits of A, B and C above.

NOTE: A valid New York State driver's license is required at time of appointment and maintained during employment.

Adopted 11/19/18