

## TEXAS BOARD OF NURSING

### Position Description

- I. **TITLE:** Network Specialist III (0289) (B20)
- II. **DEFINITION:** Performs moderately complex work. Work involves coordinating activities associated with a local area network or wide area network; coordinating network design and installation, training, monitoring, and analysis of existing hardware and software; and evaluating potential network enhancements. Assists management in policy development and recommendations. Provides one on one support to end users who are experiencing software or hardware issues. Provides training to BON and other state employees in the implementation and user of automated systems. May provide system support to other agencies and assists in other areas as directed. Works under general supervision with moderate latitude for the use of initiative and independent judgment.
- III. **QUALIFICATIONS:**
- A. **Personal.**
1. High degree of personal integrity.
  2. Possesses ethical standards, consistently complies with Board's Ethics policy.
  3. Motivated to accomplish program goals and effectively delegate tasks to a team.
  4. Well-developed communications skills, for effective communication with the team.
  5. Self-directed, problem solving, with strong multi-tasking abilities to priorities and deliver solutions in an effective and timely manner.
  6. Ability to lift objects weighing a minimum of 30 pounds.
- B. **Experience and Educational.**
1. Graduation from an accredited four-year college or university with major course work in computer science, management information systems, or a related field. Five (5) years of related network experience may substitute for degree.
  2. Must have experience with local or wide area networks. A minimum of five (5) years of progressive experience with computer and network, hardware and software, focusing on Packet Switch Network management, implementation and security responsibilities is preferred.
- C. **Knowledge, Skills and Abilities**
1. Knowledge of network facilities and data processing techniques, of personal computer hardware and software, of network operating system and security software, and of performance monitoring and capacity management tools.
  2. Specific knowledge managing all aspects of Active Directory, VMware virtualized servers, MS Sever 2012, MS SQL administration.

3. Knowledge of network security and stability techniques and software and best practices for disaster recovery.
4. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Knowledgeable with Cisco and HP switching and best practices for routing for network security.
6. Ability to recognize, analyzes, and resolves network problems; to communicate effectively; and to supervise the work of others.
7. Abilities to ascertain and prioritize trouble tickets with current agency objectives and goals to answer and/or solve issues in a timely manner that best supports the business practices of the agency.

IV. **SUPERVISED BY:** Information Resource Manager.

- V. **FUNCTIONS:**
- a) Assist in managing and supporting agencies network hardware and software, includes system software upgrades or problem resolutions and hardware repair and or insulations.
  - b) Provides training and operation assistance in the implementation and utilization of hardware and or software. Maintains and creates training materials and teaching aids.
  - c) Provides support for individual user's hardware and software issues, performing diagnostic solution discovery and then applying the required process to answer or recovery and repair.
  - d) May review and recommend hardware and/or software purchases as directed.
  - e) Assists in defining and bring to the attention of management, future information requirements to develop long-range and comprehensive local area network or wide area network plans.
  - f) Ensures that appropriate network management software is available and effectively used.
  - g) Monitors the operational network environment and alerts management to inefficient and security issues.
  - h) Assists in the design or coordinates the designing of the procedures necessary to save and recover local area network or wide area network environments from hardware and software failures. Administers the implemented technologies.
  - i) Assists with the investigation of resources as directed for network and user usage statistics, and implements appropriate measures as directed.

- j) Assists with the development and maintenance of procedures to facilitate network administration.
- k) Assists with the development of goals and objectives for the development and use of an efficient and cost-effective network.
- l) Performs related work as assigned.

VI. **ALTERNATE FOR:** All areas in Information Services.

VII. **CONDITIONS OF EMPLOYMENT**

- 1. Refer to Personnel Policies
- 2. Position is covered under the Fair Labors Standards Act