

This is a reposting.

MS 31-19-20

DATE OF POSTING: August 18, 2020

TERMINATION DATE FOR APPLICATION: August 25, 2020

POSITION: **NETWORK SUPPORT SPECIALIST**

COMPENSATION/BENEFITS: Per SSA/USO Contract
Grade G

STAFF RELATIONSHIP: Responsible to Steve Webb
IT Service Desk & End User Technology Manager

EMPLOYMENT DATE: As soon as possible

SEND APPLICATION AND RESUME TO: **Human Resources Department**
Michigan Education Association
1350 Kendale Blvd., P.O. Box 2573
East Lansing, MI 48826-2573

BASIC PERFORMANCE EXPECTATIONS:

This job involves the maintenance of local and wide area networks, remote communications, and the connection of those networks to other computing environments. This includes administering, troubleshooting, and backing-up systems software and hardware on the network; administering third-party applications software for multi-user access; administering access to the network; configuring and administering personal computers attached to the network for optimal performance; and administering back-ups and security aspects, such as firewalls, passwords and virus protection.

Duties also include the support of the organizations voice systems, such as Audix, ECS Switch Administration, Microcall and basic Call Management Systems.

The position requires keeping up with new developments in the field of networking and integration, particularly as they affect the role of network support specialist.

This job requires the ability to establish and maintain effective working relationships with staff, management, users, and third-party vendors. Day-to-day activities include heavy interaction with end-users and taking direction from the Help Desk.

ASSIGNED DUTIES:

Ensure the proper performance of all components of the network systems including administering software and hardware on the networks.

Network Support Specialist
Page 2

ASSIGNED DUTIES (continued):

Maintain file, print, e-mail, web, remote access, and groupware packages.

Administer security for access to the network by users.

Troubleshoot all aspects of the network systems.

Provide support of the organizations voice systems including software and hardware.

Receive and handle service calls from end users. Work with end users to resolve operational problems and follow up with vendors to ensure prompt problem resolution when needed.

Learn and follow a prescribed support methodology and escalation procedures.

Administer the production environments of the network systems, including managing any changes to production using version control and performing various production procedures required for the network to operate.

Help maintain documentation of network and related systems such as development of systems diagrams, and administration and user manuals.

Assist in the diagnosis and resolution of desktop application and network support problems.

Maintain a current level of understanding on technology as it pertains to communications and new technologies. Read trade journals, attend user group meetings, special seminars and trade shows, and training and classes provided by various organizations.

Achieve and maintain pertinent levels of certification for the computing environments.

Perform other job-related duties as assigned from time to time.

MINIMUM REQUIREMENTS:

Associate degree in an information technology related field with three years recent experience supporting MEA and MESSA users and computer systems or graduation from a standard high school or vocational school and five years recent experience supporting MEA and MESSA users and computer systems.

Experience and training which provide the following abilities, skills, and knowledge:

- Working knowledge of technologies and systems currently used at MEA and MESSA.

Network Support Specialist
Page 3

MINIMUM REQUIREMENTS (continued):

- Knowledge to understand the workings of networks, voice systems, shared devices, and connectivity of personal computers or networks to host computers;
- Skills to administer personal computer based networking hardware and software;
- Skills to use and administer various telecommunications hardware and software;
- Ability to manage multiple priorities that are time sensitive;
- Ability to function with minimal supervision;
- Ability to communicate tactfully, courteously, and effectively;
- Ability to work flexible hours – including after hours support and being on-call;
- Ability to travel - which may involve a number of consecutive overnights out of town.