

## JOB DESCRIPTION

TITLE NETWORK SUPPORT SPECIALIST

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/ Experience	One year certificate from college or technical school; with additional specialized training or experience (minimum of one year) in administering and supporting users on a NetWare system. Minimum of two years working with personal computer operating systems such as DOS and/or Windows.
Language Skills	Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from district staff, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or school board members.
Mathematical Skills	Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
Certificate/License	Novell CNE (Certified Novell Engineer), Certified Linux Professional, or Microsoft MCSE/Exchange related certifications preferred.
Reasoning Ability	Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk, hear, stand, walk, use hand to finger, handle, or feel, reach with hands and arms, and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. The employee must have the ability for close vision, and the ability to adjust focus. Close work inside of computers, constant viewing of

computer monitors. The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment by the District.

#### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. May occasionally be required to work near electrical components with minimal risk for electrical shock. Individuals will experience moderate noise levels (examples: business office with computers and printers, light traffic).

#### REPORTS TO

Coordinator of Network Technology

#### GENERAL RESPONSIBILITIES

1. Responsible for the daily operational administration of the Exchange 2007 environment.
2. Supports and maintains the district's Identity Management system.
3. Works closely with the user community and the Help Desk to identify problems and initiate solutions.

#### SPECIFIC RESPONSIBILITIES

1. Responsible for effective installation/configuration, operation, and maintenance of all systems supporting the Exchange Server 2007 environment
2. Manages User Accounts, Storage Groups, Quotas, Retention Policies, and ensures that mailboxes are properly maintained.
3. Installs, configures and maintains third party e-mail applications related to archiving, database maintenance, mailbox management, virus/spam filtering, mobile device support, and secure messaging delivery.
4. Assists with developing Novell IDM connectors, and performs Identity Management integration work.
5. Supports backend LDAP directory and IDM drivers for Authentication and Authorization. Resolves issues with single sign-on and password synchronization between linked systems.
6. Helps to develop best practices and support documentation for the district e-mail and Identity Management systems.
7. Performs advanced network troubleshooting to isolate and diagnose problems with Identity Management drivers/connected systems software, hardware, and systems as appropriate.

8. Performs other duties as assigned.