

Network Support Specialists:

- Coordinate installation, operation, maintenance, resolution of hardware and software incidents and problems, monitoring of network traffic, capacity planning and system backup for a Local Area Network/Metropolitan Area Network;
- Maintain interface with vendor representatives and other computing resources to resolve networking hardware and software incidents and problems;
- Install or coordinate installation of network hardware, software for use with personal computers and mainframe/personal computer interaction, and network upgrades according to vendor instructions;
- Configure equipment with assistance from vendor or other computing resources; and
- Maintain accurate records and logs of users, equipment serial numbers, service records, maintenance agreements, warranties, wiring schemes and network incidents, problems and solutions.
- Must have knowledge of Support Magic, Axios Assist, or Remedy
- Must have Cisco Certifications, ideally CCNP
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Operation Support Specialists:

- Maintain user access and IT security practices and policies enforced by the department;
- Repair, upgrade, install, troubleshoot, maintain desktop computer equipment and all peripherals;
- Troubleshoot networked backbone and determine root cause of hardware- and network-type issues;
- Provide preventative maintenance of desktop computer equipment and all peripherals; and
- Maintain records of incidents and problems reported against a system and their resolution
- Must have knowledge of Support Magic, Axios Assist, or Remedy

- Ideal candidates will have both MCSE and CCNP

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