



		ISSUED: 05/2015, 05/2024
TITLE: Senior Network Support Specialist	SALARY SCHEDULE: IP	CLASS CODE: PE513
UNION: P&A, Local 1979, UAW	SALARY GRADE: 13	EEO CODE: 50
JOB GROUPING: Computing Infrastructure	FLSA: Exempt	EMPLOYEE CLASS: PE

POSITION PURPOSE

The primary purpose of the Senior Network Support Specialist is to provide support to WSU users by performing the functions of installing, configuring, maintaining, monitoring, and troubleshooting the WSU computing center data network infrastructures and services at a senior specialist level.

ESSENTIAL JOB FUNCTIONS

- Perform Tier 1 troubleshooting for network problems and customer challenges, provide testing, install and maintain specialized network tools. Manage critical cabling systems and large tasks within projects.
- Perform Tier 1 troubleshooting on equipment; work with users to determine problem; procure supplies and parts needed for repairs. Correctly diagnose and analyze symptoms of outages and develop corrective actions.
- Modify electronic equipment to keep current with technology improvements; Integrate electronic equipment to accommodate user needs; Work with clients requesting equipment modification to determine needs and uses of equipment.
- Advise users on infrastructure equipment and installation needs, costs, and specification; recommend equipment to accommodate needs; diagnose system problems; instruct users on use of equipment and/or modifications. Provide support to others on the team when additional training, technical knowledge, or support as needed.
- Maintain records of department service and/or installation activity; Prepare proposals for installations and modifications needed; ensure parts are available for installations.
- Instruct others on use of equipment, policies, and procedures; Distribute work to temporary staff. Advise users on electronic equipment operation.
- Responsible for installing, terminating, testing labeling, and documenting new cabling; Testing, troubleshooting, and documenting test results of existing cabling (Category 5E, 6, and 6A) and fiber (multi-mode and single-mode); Dress and route cable into computing room cabinets to bring installation up to quality-control standards.
- Develop and maintain cable management systems. Remove abandoned cable and equipment in an uptime environment and document.

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.



- Rack and un-rack hardware and other equipment; Unpack and prepare computer racks before introduction to the computing room.
- Maintain accurate cabling (copper, fiber, and others) records. Follows documented procedures for infrastructure and inventory management; Maintain accurate records of all installations and removal of cabling equipment.
- Make up, terminate, and certify custom length (CAT 5E, 6, and 6A) cables; recognize various fiber types and connectors, terminate, splice, and test fiber. Maintain and organize stock inventory for cable and fiber installations, arrange stock purchase as needed.
- Work with the Tech Solutions work order system as it relates to computing operations.
- Monitor computing room environmental conditions and evaluate in accordance with American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) data center standards; Perform daily equipment inspections and log readings for the infrastructure that supports the computing operations; make vendor contact for emergency repairs when necessary.
- Collaborates with network engineers to identify cabling infrastructure necessary to support operations. Provide 1st tier support for computing room network planning.
- Lead projects to install and/or upgrade network support infrastructure, serving as a technical liaison with vendors and customers. Organize and perform work within established schedules and standards using independent judgment and solving overall system problems
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification level utilizes specialized knowledge and mastery of complex electronic equipment in order to provide repair, maintenance, and modification services. Position duties necessitate experience repairing and modifying equipment. Incumbents have latitude in determining which among many procedures and techniques should be followed along with sequence to be followed. Differing solutions require the incumbent to search for solutions or new applications within an area of learned skills. Incumbents must exercise keen attention to detail and ability to communicate effectively with others. This position can be found at Computing and Information Technology and reports to and receives work direction from a professional or management level position.

MINIMUM QUALIFICATIONS

- Associate's degree in electronics or equivalent.
- Extensive experience in electronic equipment modification, diagnostics, and repair.

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.



- Ability to use electronic repair and calibration equipment.
- Extensive knowledge of a variety of complex circuitry and electronic equipment.
- Typically, incumbents have held lower-level Electronics Technician positions
- The Building Industry Consulting Services International (BICSI) Installer 2 certification or higher
- Fiber Optic Association (FOA) Fiber Optic certification
- At least five (5) years' experience installing and maintaining commercial structured data cabling.
- Ability to use various test equipment such as time-domain reflectometer (TDR), optical time-domain reflectometer (OTDR), Network Analyzers, 10/100/1000 cable tester, Multi-Meter, or other common electronic test equipment and techniques to be able to successfully resolve a data or voice network problem.
- Knowledge of the principles and techniques for wiring installation, troubleshooting, and maintenance, operating principles, methods, practices, options, and limitations of copper and fiber optic cables.
- Knowledgeable in structured network cabling.
- Experience utilizing diagnostic tools associated with fiber and cable installations.
- Must be able to lift 50 lbs. on a frequent basis.
- Climb, balance, stoop, kneel, crouch, crawl, and reach while physically manipulating wire, fiber, or equipment.
- Knows IEEE, TIA/EIA, ANSI wiring/cabling, telecommunications room, infrastructure standards, and practices.
- Strong communication skills with excellent spoken and written English. Must have a functional knowledge of Microsoft Word, Visio, and Excel programs.
- Working knowledge of the infrastructure needed to support computing operations.

PREFERRED QUALIFICATIONS

- Cisco Certified Network Associate (CCNA)
- Knowledge of Juniper Local Area Network switches or Cisco network equipment
- Specific knowledge of the Fluke DTX 1800 Cable analyzer
- Specific knowledge of an OTDR and Corning light source power meter
- Understanding of electronic and electrical calculations
- Experience with layer 2 and 3 network devices
- Experience with the use of BAS (building automation systems) and interpretation of the data gathered
- A proven mechanical background
- Basic Air Conditioning or refrigeration knowledge
- Basic electrical knowledge
- Hi-Lo driver's license