



## Job Description

**Job Title: Senior Network Support Specialist Team Leader**      **JTC: TCX**

**Salary Range: N07**      **FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

### POSITION SUMMARY

A team lead position responsible for advanced level technical support related to complex software/hardware, onsite and remotely, in the installation, operation, and optimization of network communication equipment. Responsible for supporting network environments in a multi-platform, protocol and operating system environment.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Network switch and routing knowledge, configuration and support experience. Ability to diagnose network connectivity status between IP nodes such as routers, servers, clients, etc.; monitoring network links for error and utilization rates, installing and managing routers and switches. Firewall functionality and operational support knowledge.

Knowledge of high performance networking architecture and data center protocols such as switching, routing, hardware load balancing, etc. Advanced routing protocol experience; multi-site, highly virtualized data center experience which includes switching, load balancing, firewall services, high availability and virtual. Exposure to different software defined networking technologies. Understanding and knowledge of networks within the different cloud deployment and service models.

Ability to coordinate and collaborate with stakeholders and constituents to resolve problems or develop alternative problem resolutions related to complex network issues. Ability to collaborate in department and division strategic planning meetings. Able to assist team members and users with technical questions. Must have strong time management, analytical and problem-solving skills in order to interact/react effectively in a fast-paced, change oriented environment. Must be able to maintain confidentiality.

Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Able to manage assigned staff by planning and assigning work duties, developing and implementing work standards, coaching and mentoring, evaluating employee performance, implement and monitor performance management measures, etc.

Must have excellent oral and written communication skills with ability to develop and deliver presentations. Must have strong interpersonal skills with ability to work effectively with diverse



individuals at all levels of the organization with varied levels of information technology expertise. Must be able to provide excellent customer service.

## PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 50 pounds.

## MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's Degree with four (4) years of experience in related field. Official transcript will be required. A valid Texas driver's license is required to travel throughout the DCCCD area to all college/locations. On-call, work hours may extend beyond the normal, eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis\*\*\* Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides technical support, integration and maintenance of advanced networking services, hardware components and associated software for staff and users of the environments. Provides advanced design solutions, standards and procedures which include but are not limited to network integration projects, network performance analyses, problem resolution and network security initiatives. Stays up-to-date on best practices and related technology through professional development activities.

Analyzes network data to define network usage, disk space availability, or server function. Configures defined parameters for installation or testing of local area network LAN, wide area network WAN, hubs, routers, switches, controllers, multiplexers, or related networking equipment. Maintains network and systems documentation. Ensures security compliance in accordance with DCCCD policies/procedures, federal guidelines and regulations.

Collaborates/coordinates with diverse stakeholders and constituents, internal and external to the DCCCD community network, to ensure users/organizational objectives are met. Acts as the primary point of communication between IT and business units. Provides consulting and staff training for standard systems. Provides team lead support and guidance, as required, to resolve technical issues.

Evaluates local area network LAN or wide area network WAN performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes. Identifies the cause of networking problems using diagnostic testing software equipment. Develops procedures necessary to determine interface requirements of new equipment/software needed for network expansion.

Displays excellent interpersonal skills and provides clear and concise communication effectively via various media including presentations, oral and written communication. Interacts effectively with diverse, multi-cultural individuals within the DCCCD community network.

Must complete required DCCCD Professional Development training hours per academic year. Performs other duties as assigned.



*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.*