

## Job Description

**Please check one of the following:**

- New  
  Update  
  Advancement within same zone  
  Promotion to Higher Zone  
 Other

### 1. General Information

Date: <b>6/27/2018</b>	Working Job Title: <b>Network Support Associate</b>	Position #: <b>10719</b>
Employee Name: <b>T.B.A.</b>	Title Code: <b>49302305</b>	Department Name: <b>Information Technology Services</b>
SAP Personnel #: <b>T.B.A.</b>	Job Family: <b>IT</b>	SAP Organization Unit #: <b>50010180</b>
Name of Supervisor: <b>Bret Korth</b>	Job Family Zone: <b>Associate</b>	<input type="checkbox"/> O/S <input checked="" type="checkbox"/> M/P
Position # of Supervisor: <b>6162</b>	Zone Code: <b>IT10H</b>	Funding Source: <b>922100010</b>
<b>FOR HR USE ONLY:</b>		
FLSA Overtime Exemption: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Exemption Type:	

### 2. Job Summary

Responsible for assisting the Infrastructure Operations Manager in maintaining the operational integrity of the networking hardware used to support Information Technology Services networking/data communications effort.

### 3. Duties and Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
<b>Network Hardware Installation and Maintenance</b> Assist in the design and configuration of the networking equipment and communications links incorporated into local area networks within the University system. Scope of work includes: upkeep and maintenance of all access layer networking devices, networking hardware refreshes, code and firmware upgrades, and upkeep of networking monitoring tools. Required to support after hours planned downtime, when maintenance is necessary.	<b>60%</b>	<b>Yes</b>
<b>Networking Troubleshooting</b> Provide daily support for all networking issues reported within the University system. Identify, analyze, and correct network hardware and conflict problems across multiprotocol networks. Analyze network traffic flow, access requirements, network port configurations, and security risks associated with networking issues. Maintain network performance by auditing networking monitoring tools and analytics, performance tuning, troubleshoot networking problems, and escalating problems to vendor support. Evaluating network performance issues; including availability and utilization.	<b>25%</b>	<b>Yes</b>
<b>Networking Documentation</b> Provide short and long-range planning for cabling, equipment capability, and room specifications. Provide documentation for the hardware section of inventory database including addition of new equipment, relocation of existing equipment (on loan or out for repair). Document equipment failures within the inventory system. Responsibility for documenting all termination points of networking media.	<b>10%</b>	<b>Yes</b>
<b>Networking Support</b> Support for entire UNL network for on-call support. Requires knowledge of not only the base responsibilities but also an understanding of the overall network for on-call support. Required to support after hours networking outages and issues, when necessary.	<b>5%</b>	<b>Yes</b>

**4. Zone Definition Factors** (Provide additional information not contained in the Duties & Responsibilities)

**A. Knowledge, skills and abilities**

Must have the skill and ability to solve computing hardware/software/networking problems. Must have demonstrated knowledge and experience with various computer architectures and their respective operating systems. Employee is on-call - - this responsibility may require the necessity to work outside of regular business hours. Knowledge of the overall UNL network for problem determination and resolution.

**B. Problem Solving / Decision Making**

Regularly displays independent problem solving with complex computing/networking problems.

**C. Interactions**

Daily interaction with Faculty, Staff, Co-workers, Students and Vendors.

**D. Nature of Supervision**

Supervision Over:  Reg Staff  Temp Staff/Students  No Supervision  
Supervision Received:  Close  Moderate  Limited/None

**E. Impact**

The incumbent must ensure that repairs are made in a timely fashion to eliminate unnecessary downtime of equipment/networks. Errors in judgment are not always immediately detectable and are time consuming and expensive to correct. These actions can harm Information Technology Services reputation for efficient service

**5. Minimum Qualifications** (indicate "required" and "preferred" for each qualification)

**A. LEVEL OF EDUCATION:**

Associate's Degree with emphasis in computer science, electronics or related field; equivalency considered

**B. YEARS & TYPE OF EXPERIENCE:**

2 years working in a medium/large multi-site production networking environment; required

**C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:**

CCNA Routing and Switching cisco certification; preferred

**D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:**

Experience with the configuration, installation, maintenance and support of computer hardware and software; required  
Experience with network operation systems; required  
Must be mechanically adept; required  
Must have excellent organizational skills and be a self-starter; required  
Excellent communication skills, both oral and written; essential

## 6. Physical Requirements

### 1. GENERAL INFORMATION

A. Describe the work environment and physical demands (i.e. environmental elements, travel, irregular hours, hazardous/unpleasant working conditions, etc):

The network concentration centers are located in utility areas that can be dirty and uncomfortable to work in. Project deadlines may necessitate the need to work outside of normal business hours. Long hours of computer work may cause computer related ailments such as, eyestrain, neck/back pain, etc.

### 2. GENERAL PHYSICAL REQUIREMENTS

Indicate the appropriate response for an eight hour day:

	Fill in the appropriate number of hours (0-8) Maximum is 8	Indicate intermittent or constant:	
		Intermittent	Constant
Sit	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand	3	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drive Motor Vehicle	.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain:

### 3. THIS JOB REQUIRES:

	Occasionally (less than 2 hrs / day)	Between 2-4 hrs / day	Over 5 hrs / day
Squatting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Overhead.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Forward.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Low.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Ladder.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Stairs.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Other.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 4. THIS JOB REQUIRED EMPLOYEE TO:

Indicate in appropriate space: L = LIFT C = CARRY P = PUSH PL = PULL

	Less than 2 hrs / day				Up to 2 hrs / day				Between 2-5 hrs / day				Over 5 hrs / day			
	L	C	P	PL	L	C	P	PL	L	C	P	PL	L	C	P	PL
11 – 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 – 49 lbs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50 – 74 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75 – 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Over 110 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the job requires the employee to handle over 50 lbs – please explain.

**5. JOB REQUIRED USE OF HANDS OR SPECIAL TOOLS / EQUIPMENT FOR:**

	RIGHT	LEFT	BOTH
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pipefitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Small Hand Tools			

**6. PATIENT CARE AND RESEARCH JOB**

Does this job entail:	No	If Yes, Explain
Exposure to biohazard materials	<input type="checkbox"/>	
Exposure to blood/bodily fluids	<input type="checkbox"/>	
Potential exposure to blood/bodily fluids	<input type="checkbox"/>	
Wearing hearing protection apparatus	<input type="checkbox"/>	
Working with laboratory animals	<input type="checkbox"/>	
Exposure to chemical hazards	<input type="checkbox"/>	
Wearing protective clothing	<input type="checkbox"/>	