# University of Nebraska

# Job Description

**Please check one of the following:**

☐ New    ☒ Update    ☐ Advancement within same zone    ☐ Promotion to Higher Zone

☐ Other [                                                                    ]

## 1. General Information

| Date: | Working Job Title: | Position #: |
|---|---|---|
| 9/21/2018 | Network Support Associate | 12111 |
| Employee Name: | Title Code: | Department Name: |
| T.B.A. | 49302305 | Information Technology Services |
| SAP Personnel #: | Job Family: | SAP Organization Unit #: |
| T.B.A. | IT | 50010180 |
| Name of Supervisor: | Job Family Zone: | ☐ O/S    ☒ M/P |
| Bret Korth | Associate | |
| Position # of Supervisor: | Zone Code: | Funding Source: |
| 6162 | IT10H | 9129100070 |
| **FOR HR USE ONLY:** | | |
| FLSA Overtime Exemption:<br>☐ Exempt    ☒ 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 |
|---|---|---|
| **Network Hardware Installation and Maintenance**<br>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. | 60% | Yes |
| **Networking Troubleshooting**<br>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. | 25% | Yes |
| **Networking Documentation**<br>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. | 10% | Yes |
| **Networking Support**<br>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. | 5% | Yes |

## 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:

*Indicate intermittent or constant:*

| | Fill in the appropriate number of hours (0-8)   Maximum is 8 | Intermittent | Constant |
|---|---|---|---|
| Sit | 4 | ☒ | ☐ |
| Stand | 3 | ☒ | ☐ |
| Walk | .5 | ☒ | ☐ |
| Drive Motor Vehicle | .5 | ☒ | ☐ |

Explain:

### 3. THIS JOB REQUIRES:

| | Occasionally (less then 2 hrs / day) | Between 2-4 hrs / day | Over 5 hrs / day |
|---|---|---|---|
| Squatting………………………………………………… | ☒ | ☐ | ☐ |
| Bending………………………………………………….. | ☒ | ☐ | ☐ |
| Kneeling…………………………………………………. | ☒ | ☐ | ☐ |
| Reaching………………………………………………… | ☒ | ☐ | ☐ |
| > Overhead……………………………………………... | ☒ | ☐ | ☐ |
| > Forward……………………………………………….. | ☒ | ☐ | ☐ |
| > Low……………………………………………………. | ☒ | ☐ | ☐ |
| Twisting………………………………………………..… | ☒ | ☐ | ☐ |
| Crawling…………………………………………………. | ☒ | ☐ | ☐ |
| Climbing………………………………………………….. | ☒ | ☐ | ☐ |
| > Ladder………………………………………………... | ☒ | ☐ | ☐ |
| > Stairs…………………………………………………. | ☒ | ☐ | ☐ |
| > Other…………………………………………….….... | ☐ | ☐ | ☐ |

### 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 | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| 25 – 49 lbs | ☒ | ☒ | ☒ | ☒ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| 50 – 74 lbs | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| 75 – 100 lbs | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| * Over 110 lbs | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

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 | ☐ | ☐ | ☒ |
| Pipefitting | ☐ | ☐ | ☐ |
| Other Explain: | ☐ | ☐ | ☒ |

Small Hand Tools

## 6. PATIENT CARE AND RESEARCH JOB

| **Does this job entail:** | **No** | **If Yes, Explain** |
|---|---|---|
| Exposure to biohazard materials | ☐ | |
| Exposure to blood/bodily fluids | ☐ | |
| Potential exposure to blood/bodily fluids | ☐ | |
| Wearing hearing protection apparatus | ☐ | |
| Working with laboratory animals | ☐ | |
| Exposure to chemical hazards | ☐ | |
| Wearing protective clothing | ☐ | |