

**NC State University Band Specification  
Networking Specialist**

**NS Spec.**

**Description of Work:**

This is highly technical and analytical work in serving as a specialist for networking and network system administration products and services. Work includes technology evaluation, testing and developing guidelines for implementation. Employees develop request for proposals (RFP's) and contracts for services and serve as the expert in that product area. Employees serve as experts on the network and network services including serving as a resource to senior analysts in network problem solving and design. This includes determining needs and researching new technology additions and improvements to the network. Additional roles may include technical specialist in network management systems, network architecture, network systems administration, network services and converged network services.

**Competencies:**

<b>Core</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Teamwork	Works as a team member by doing own share of work and listening to and acting on expressed needs.	Plans and works on shared or joint projects and coordinates with others to achieve agreed upon outcomes.	Assesses skills within a team and works to build on individual strengths within the team and leads multiple team efforts.
Customer Service	Establishes a positive relationship by demonstrating a sense of urgency in dealing with customer issues.	Establishes a proactive relationship by demonstrating ownership of customer issues.	Promotes positive customer relationships and mentors peers to ensure customer satisfaction.
Organization Awareness	Understands operation of functional unit.	Demonstrates working knowledge of organization and relationships for problem solving.	Demonstrates in-depth knowledge of organization and relationships (formal and informal).
Effective communication	Interprets and communicates information. Selects appropriate information and best method or format for presenting it either in writing or verbally. Clearly conveys ideas on non-routine subjects.	Interprets and communicates information. Selects appropriate information and best method or format for presenting it either in writing or verbally. Clearly conveys ideas on non-routine subjects.	Interprets and communicates information, ideas and instruction. Selects appropriate information and best method or format for presenting it either in writing or verbally. Uses persuasion and negotiation to build cooperation and consensus towards decisions. Translates advanced technical issues into understandable terms for non-technical users.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

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<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
Planning and Organizing	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision.	Independently manages multiple project timelines, resources, staff and leads implementation efforts.	Independently manages multiple project timelines, resources, staff and leads implementation efforts.
Project Management	Manages projects that require directing the work of others but requires decision-making from above.	Manages projects that require directing the work of others and with some latitude on actions or decisions.	Manages multiple projects that require directing the work of others and with decision-making authority on actions or decisions.
Technical Knowledge	Exhibits advanced knowledge of the specialty area and general understanding of multiple areas demonstrated by an understanding and use of the general principles, theories and practices pertinent to the specialty.	Exhibits advanced/comprehensive knowledge of the work area demonstrated by an in-depth understanding and use of advanced principles, theories and practices with the work specialty.	Exhibits in-depth knowledge of multiple specialties and a wide breadth understanding of the field.
Technical Solution Development	Integrates knowledge and skills from other specialties to address work assignments and problems of moderate complexity. Applies standard and non-standard technology applications and integrates changing technologies. Independently applies technical judgment to work assignments to achieve desired outcomes.	Demonstrates thorough knowledge of other work specialties and the ability to integrate this knowledge base to achieve solutions to problems of high complexity. Investigates, researches and puts into place new technologies in specialty or related area to improve performance. Develops highly complex information technology systems.	Demonstrates in-depth knowledge of other work specialties and the ability to integrate this knowledge base to achieve solutions to problems of high complexity. Investigates, researches and puts into place new technologies in specialty or related area to improve performance. Develops highly complex information technology systems.
Technical Support	Makes suggestions for technical modifications to prevent future problems. Makes decisions based on weighing options and consequences.	Acts as a technical resource for Analysts and Technicians during advanced troubleshooting. Verifies proposed technical solutions for complex problems.	Acts as a technical resource for Analysts and Technicians during advanced troubleshooting. Verifies proposed technical solutions for complex problems.
Consultancy Skills	Consults with clients and high-level technicians and analysts to resolve problems.	Consults with clients, high-level technicians, analysts and peers to resolve problems.	Consults with clients, high-level technicians, analysts and technical peers to resolve problems.

**Minimum Training and Experience:**

The specialist band requires a foundation of knowledge and skills in area of specialization generally obtained from graduating from a four-year college or university with a major in electronics, telecommunications, engineering, or a closely related field and three years of experience in network design, analysis, or management. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

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May 1, 2004

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**Issuance Record**

**Initial Issuance:**

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Doc revision date    Issue Date    Supervisor    Employee

**Additional Issuance:**

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