



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	990232041	<b>Last Revised:</b>	06/14/2013
<b>Position Title:</b>	Network Specialist	<b>Department:</b>	Office of Information Technology
<b>Reports to:</b>	Infrastructure Services Manager	<b>Division:</b>	Information Technology

**Primary Function:** Works directly with the Infrastructure Services Manager in planning, designing, executing, implementing, modifying and evaluating a variety of projects related to the Tribal network. Analyzes network processing requirements to plan a network that will provide system capabilities required for projected workloads, and plans layout and installation of new network equipment or modification of existing system. Performs specified duties in support of the Office of Information Technology, and all Tribal Programs.

### Job Duties and Responsibilities:

- Sets up and maintains basic network operations, including assembly of network hardware, and provides assistance to the Infrastructure Services (IS) Manager.
- Assists the IS Manager with the planning, design, implementation, monitoring, and evaluation of methodologies and actions within their assigned area.
- Assists the IS Manager with the development, implementation and enforcement of network policies and procedures.
- Performs analysis of network needs and contributes to design of network architecture, integration, and installation.
- Installs, configures and maintains local area network (and wide area network) hardware and software, including peripherals, network nodes, terminals, and wiring.
- Evaluates local area network hardware and software requirements and capabilities and makes recommendations.
- Performs network troubleshooting to isolate and diagnose common network problems.
- Upgrades network hardware and software components as required.
- Provides users with network technical support.
- Responds to needs and questions of users concerning their access of network resources.
- Installs and tests necessary software and hardware.
- Assists with the configuration and maintaining of the Wireless Controllers and Wireless Access Points.
- Assists the IS Manager with the evaluation, recommendations and purchase of new network equipment.
- Performs technical work on systems using appropriate precautions as to not cause damage to equipment of the EBCI.
- Stays abreast of rapidly changing technology and assists in determining what future changes should be incorporated into computer systems of the Tribe.
- Attends two trainings per year to maintain technical proficiency.
- Performs all duties according to established safety guidelines and tribal policies.
- Performs other duties requested by supervisor.
- Provides updates, status and completion information to management, and users, via voice mail, email, or in-person communication.
- Visits vendors to learn about available products, enhancements, or services.
- On call 24/7 for network emergencies.

<b>Education /Experience:</b>	Four-year degree in an Information Technology field; or equivalent experience; or an equivalent combination of education and experience. An understanding and experience of common network equipment and TCP/IP is required. Must have experience working with concepts and technologies of Information Systems. It would take 18-24 months on the job to become proficient.
<b>Job Knowledge:</b>	Must have an advanced working knowledge of network systems technology. Requires advanced computer skills. Requires the ability to troubleshoot and resolve network system user problems. Requires good communication skills, both written and verbal. Requires the ability to read and interpret technical computer manuals and program application instructions. This department focuses on the team concept and shared knowledge. Must possess a valid North Carolina driver's license.
<b>Complexity of Duties:</b>	Constantly evaluates and modifies existing systems to meet operational requirements. Is responsible for programming and maintaining all network backbone equipment. Must understand all ramifications and effects of any changes to the systems. Must use problem-solving skills and be able to analyze data in performing job duties.
<b>Contact with Others:</b>	Internal professional contacts include the Executive Director, accounting staff, program directors, coworkers, auditors, governmental agencies, vendors and the general public to exchange and/or provide information. Interpersonal skills are required along with tact, decorum, and professional etiquette. Assists in developing contracts and contacts.
<b>Confidential Data:</b>	Has indirect access to most Tribal financial data, vendors, personnel files, memos, and financial standing of affairs. A part of the financial information is public record; however, most is not and must be kept confidential. Must adhere to the nondisclosure/confidentiality agreement of the Tribe in performance of duties.
<b>Mental /Visual /Physical Effort:</b>	Close attention to detail and mental concentration for extended periods of time are required with systems problems and applications. Subject to frequent interruptions requiring varied responses. Must deal with multiple situations concurrently. Physical efforts require mobility, reaching, bending, manual dexterity, and visual acuity, and the ability to lift at least 50 pounds. Dexterity of hands and fingers to operate a computer keyboard, mouse and to handle other computer components.
<b>Environment:</b>	Works in a normal business office environment with frequent travel to tribal program locations.
<b>Supervision Received:</b>	Works under guidance of the IS Manager. The ability to plan and work independently is required.
<b>Responsibility for Accuracy:</b>	We support the Tribal Government. We must use professional judgment to interpret and prioritize to provide for the needs of the tribal programs. Computers, email, and other information system components must be set up to ensure that they are providing the intended service. If these services are interrupted, all communications will go down, and it could cost the tribe financially, and otherwise.