The Town of Pembroke Park
Job Description

Department:	**IT Department**
Supervises:	**None**
Position Reports To:	**IT Director**
Sworn:	**No**

Job Specifications

PURPOSE

The Network Support Specialist is responsible for the day-to-day maintenance and support of an organization's computer networks. This includes installing, configuring, and troubleshooting network hardware and software, supporting end-users, and ensuring optimal performance and security of the network infrastructure.

ESSENTIAL FUNCTIONS

Tasks required of those in the position of Network Support Specialist include but are not limited to:

- Monitor network performance and troubleshoot issues to ensure minimal downtime.
- Install, configure, and maintain network devices such as routers, switches, firewalls, and wireless access points.
- Provide technical support and assistance to end-users regarding network access and connectivity issues.
- Manage and update network documentation, diagrams, and inventory.
- Assist in network upgrades and expansions.
- Ensure network security by implementing and maintaining security measures.
- Collaborate with other IT staff to support server infrastructure and systems.
- Conduct regular system and network monitoring, including performance tuning.
- Maintain network-related logs and reports for performance analysis and compliance purposes.
- IT Asset Management, Proper inventory, implement asset tagging and barcode systems for easy tracking. Maintain comprehensive records and documentation for all IT assets, ensuring data accuracy and accessibility.

- Performs other related tasks as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Technical Skills:

- Strong understanding of LAN/WAN technologies, TCP/IP, DNS, DHCP, and VPNs.
- Experience with network monitoring tools and ticketing systems.
- Familiarity with Cisco, Juniper, or other major networking equipment.
- Basic understanding of network security principles and firewalls.
- Ability to work with Windows and/or Linux server environments.

Soft Skills:

- Excellent problem-solving and analytical skills.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Detail-oriented and organized.

MINIMUM REQUIREMENTS

- Associate's or bachelor's degree in computer science, Information Technology, or related field.
- 2+ years of experience in network support or a similar IT support role.
- Any equivalent combination of experience and education may be considered.

PREFERRED QUALIFICATIONS

- CompTIA Network+
- Cisco Certified Network Associate (CCNA)
- Microsoft Certified: Azure Fundamentals (optional based on environment)

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The physical demands described here are representative of those that must be met by a teammate to successfully perform the essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, see, speak, hear, and use hands and fingers to operate a computer, telephone, or other electronic device.
- Occasional light to moderate lifting of office products and supplies may be required.

The work environment characteristics described here are representative of those a teammate encounters while performing the essential duties and functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform essential functions.

- Moderate noise (business office with computers, telephones, printers, fax machines, photocopiers, filing cabinets, and light traffic).
- Ability to work within a confined area.
- Ability to work at a computer station for an extended period.
- May be requested to work nights and weekends for special town events, Commission meetings/workshops, emergencies, and other Town-related activities.

The Town of Pembroke Park is an Equal Opportunity Employer that does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

Network Support Specialist Updated: Created/Revised 5/7/2025