



Network Communication Specialist

Job Code: NCS - 118
Revision Date: Dec 21, 2018

Salary Range:
\$22.40 - \$36.64 Hourly
\$1,792.00 - \$2,931.20 Biweekly
\$46,586.00 - \$76,210.00 Annually

FLSA: Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

The Network-Communications Specialist is responsible for performing voice/data network related duties including setting up new users, assisting users with network access, and resolving connection problems. Responsible for general maintenance of the telephone system and the voicemail system. Installs, upgrades and backs up new server software. Monitors network utilization and security systems. Provides technical support to end users and answers questions as needed. Maintains activity logs and makes recommendations for new network products. Notifies supervisor of significant problems and recurring errors in operating systems. Ensures that all telecommunications systems throughout Emergence Health Network are operating effectively.

This class works independently, under limited supervision, reporting major activities through periodic meetings.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Grants network rights to users.
- Manages user network and e-mail accounts. Adds and deletes user accounts.
- Maintains file servers. Backs-up software, monitors account space and system usage, and upgrades software as necessary.
- Installs cables required to operate telecommunication systems, LAN, WAN for both voice and data transmissions.
- Handles all requests for additions, changes, and removals of telecommunication systems, LAN and WAN interfacing.
- Configures software for network installation and company wide implementation.

- Installs and configures telephone sets, wireless headsets, message on hold players and other miscellaneous equipment for systems indicated above.
- Evaluates, tests, and recommends new software and network system updates.
- Ensures that effective security systems are in place to protect network data. Backs up PC and file servers daily. Stores back-up data in a secure off-site location.
- Ensure proper configuration and connectivity requirements are in place for cloud based solutions to include IaaS, PaaS, SaaS and cloud based system backups.
- Ensures that appropriate safeguards are in place to detect computer viruses. Scans network software as needed to detect viruses.
- Assists users in accessing network resources. Provides phone, e-mail, and in-person support to end users.
- Troubleshoots problems with hardware and software. Maintains an activity log of problems, analyzes data, and makes recommendations for action.
- Installs cables required to operate telecommunication systems, LAN, WAN for both voice and data transmissions.
- Investigates and troubleshoots server issues.
- Attends and participates in meetings, training and information sessions.
- Stays abreast of new trends and innovations in the field.
- Commits self to providing excellent customer service and demonstrate commitment through cooperative team and individual efforts.
- Creates a high quality work culture through participation in and emphasis on training and mentoring to develop leadership, management, and technical skills in self and all employees, including safety related training and skills.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Associates Degree in Computer Science, Management Information Systems or related field and two (2) years of experience with systems, servers, network and telecommunications administration, or any equivalent combination of education, experience and training which provides the required knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment)

- None

Special Certifications and Licenses

- Must possess and maintain a valid state Driver's License with an acceptable driving record.

- Must be able to pass a TB, criminal background and drug screen.
- Microsoft MCTS/MSCE, Network, Server certifications, Cisco CCNA or equivalent combination is preferred. Any comparable combination of education, experience and training which provides the required knowledge, skills, and abilities will be accepted.

Americans with Disabilities Act Compliance

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.