

## Senior PC/LAN Specialist - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

- Knows how to install, test, maintain, upgrade, monitor and troubleshoot all PC/LAN hardware and software, WAN hardware and software, approved PC applications software and peripherals, and mainframe to WAN communication connectivity.
- Knows the technical configurations of the network and is able to investigate and correct LAN/WAN network malfunctions and various peripheral equipment.
- Knows how to maintain the network by providing the technical support required to move, cable, hook up, replace upgrade, configure and otherwise ensure the network is operating for every user.

### QUALITY OF WORK:

- Maintains complete and accurate daily, weekly, monthly and other periodic records of LAN/WAN operation, ensures incidents of down-time are minimal, and demonstrates an appropriate sense of urgency in attending to the correction of operating problems.
- Updates LAN/WAN network procedures and manuals for users that establish, in writing, the standard methods and procedures for each appropriate function of the overall system.
- Maintains a complete library record of purchases, machine malfunctions and repairs, necessary replacements and upgrades and emerging applications that would improve the network system.

### QUANTITY OF WORK:

- Develops and maintains a library of software data – license agreements, inventory control, lease contracts, warranties. Creates back up records and attends to the off site storage of back up tapes. Continuously updates purchase register and inventory register for all network software and hardware.
- Invests time and effort in becoming informed about new LAN/WAN applications – both hardware and software – and prepares recommendations and plans for the continuous updating of the system in harmony with the technology plans of the organization.
- Develops and maintains effective liaison between senior IT (Information Technology) management and the network employees to ensure consistency in application and approach.

### PROBLEM ANALYSIS/RESOLUTION:

- Regularly examines, in detail, the operational policies and practices of the organization that impact this particular job.
- Observes how the organization utilizes technology and how it utilizes people in its production and delivery system and develops improvements to resource utilization.
- Develops cost/benefit reports on selected operational functions to determine the most efficient and effective methods of operating these functions currently, and into the future.
- Involves people in problem analysis/resolution to improve their problem-solving methods and skills.