



## NETWORK INFRASTRUCTURE JOB FAMILY

### CAREER PATH

#### **Network Infrastructure Specialist**

This is a second-level network operations position accountable for applying and using experience in the field of network operations and administration. This position cooperates closely with internal and external network support providers to troubleshoot and maintain network and communication user devices and links of moderate complexity in assigned organizational areas. A Network Infrastructure Specialist focuses on the hardware and software aspects of network operations across multiple platforms of LAN and WAN configurations. This position monitors the use, capacity, and performance of network systems and recommendations for changes and may implement agreed enhancements. Employees are accountable for installation and implementation of new network and communication equipment/software as required. This position maintains effective network security and back up and may provide technical leadership to first-level staff. Employees act with independence and may be accountable for a significant portion of a large project/enhancement.

#### **Knowledge, Skills, and Abilities**

In addition to those identified in the previous levels within this career path:

Working knowledge of and the ability to demonstrate successful use of computer equipment and associated software/databases in the performance of duties.

Working knowledge of and the ability to demonstrate understanding of all assigned areas of network infrastructure, as well as the laws, principles, and practices as they are related to implementation within the agency.

Working knowledge of and the ability to demonstrate understanding of the agency's policies, procedures, rules, and regulations in the performance of duties.

Knowledge of and the ability to demonstrate understanding and successful use of the principles and practices of project management techniques in the performance of duties.

Possess and demonstrate successful communication skills in English via all modes of communication.

Possess and demonstrate successful management and prioritization of work within predetermined deadlines and stressful/adverse situations.



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Possess and demonstrate the ability to successfully work as a team member and positively interact with a variety of people, as well as work hours as assigned.

Ability to demonstrate successful performance in the training and mentoring of junior staff.

Ability to demonstrate successful performance in the research, gathering, correlating, and analyzing of facts to develop reports, charts, recommendations, and/or solutions in the performance of duties.

Ability to demonstrate successful performance and adherence to the rules of conduct for Patrol employees in accordance with General Order 26-02, as well as all other applicable agency policy and procedures.

Ability to demonstrate successful performance and adherence to policy and procedure in the care and maintenance of restricted and confidential information in the performance of duties.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.)

**Minimum Requirements** *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and three years of relevant IT experience.

Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

### **Necessary Special Requirements**

Documented successful completion of at least 26 hours of professional skill development and leadership training each calendar year.

**Pay grade:** 30, 33

**FLSA Status:** Exempt



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**Work Schedule:** An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.

**Effective:** 02/01/2025

**Reviewed:** 02/01/2025

**Revised:** --