



Arkansas Department of Higher Education

423 Main Street, STE 400 • Little Rock, Arkansas • 72201-3818 • (501) 371-2000 • Fax (501) 371-2001

Asa Hutchinson
Governor

Dr. Brett Powell
Director

May 12, 2016

The Honorable Uvalde Lindsey, Chair
The Honorable Lanny Fite, Chair
Personnel Committee of the Arkansas Legislative Council
State Capitol Building
Little Rock, AR 72201

Dear Senator Lindsey and Representative Fite:

The University of Arkansas Community College at Morrilton (UACCM) requests the establishment of one (1) classified position from the Higher Education Central Pool authorized by Section 39 of Act 978 of 2015. In accordance with the provisions of the Act, we are forwarding our recommendation to you for consideration.

We recommend that the following be established from the Higher Education Central Pool:

Requested

Title: Network Support Specialist
Grade – FY16: C123
Number of Positions: 1

Recommendation

Title: Network Support Specialist
Grade – FY16: C123
Number of Positions: 1

The additional position is requested to manage their complex and expanding campus network. Due to UACCM's connection to the ARE-ON high speed network, students, faculty and staff have pushed usage to record levels. The Project/Program Specialist title is currently used at other institutions.

The Network Support Specialist will be responsible for the computer network security and management. This individual will plan and design computer network systems. In addition, the Network Support Specialist will write scripts for security updates. He/she will perform network maintenance, maintaining network security and manage servers and network devices.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads "Brett A. Powell".

Dr. Brett Powell
Director



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May 12, 2016

Dr. Brett Powell
Arkansas Department of Higher Education
423 Main Street, Suite 400
Little Rock, AR 72201

RE: Request for Classified Position from Central Pool

Dear Brett:

In accordance with Section 39 of Act 978 of the 2015 Legislative Session, the University of Arkansas Community College at Morrilton (UACCM) is respectfully requesting one (1) classified position from the Higher Education Central Pool. The position requested is for a Network Support Specialist C123.

JUSTIFICATION

UACCM seeks to hire a Network Support Specialist C123 in our computer services area to handle the advanced technical requirements necessary for our network and systems architecture. We are needing a position that would attract an applicant with the expertise and knowledge necessary to manage a complex and expanding campus network. With UACCM being the first community college in the state to connect to the ARE-ON high speed network, students, faculty, and staff have pushed our usage to record levels.

Having a capable Network Support Specialist C123 overseeing the campus network needs, current and future, is essential to the future success of UACCM. We respectfully request this position be approved as an immediate need.

If you have any questions, please contact Lisa Willenberg, Vice Chancellor for Finance, at (501) 977-2025. We appreciate your consideration of this request.

Sincerely,

A handwritten signature in cursive script that reads 'Larry Davis'.

Dr. Larry Davis
Chancellor

UNIVERSITY OF ARKANSAS COMMUNITY COLLEGE AT MORRILTON

Job Description

NETWORK SUPPORT SPECIALIST (Grade C123)

The Network Support Specialist works under the supervision of the Director of Computer Services and is responsible for the Computer Network Security and Management. This position is governed by established standards and institution policy.

JOB DUTIES AND RESPONSIBILITIES INCLUDE:

1. Implementing and managing Network Security in a WAN and LAN environment.
2. Create and manage VPN connections to external sites as needed.
3. Create and Manage VLANs to make internal network secure.
4. Planning and designing computer network systems by defining requirements, organizing work plans, and assisting Director in selection of equipment and software.
5. Implementing network additions by installing hardware and software, checking components to ensure proper operation, and training users in effective utilization of systems.
6. Perform Script writing to push out security updates campus wide.
7. Manage Cloud applications for both employees and students.
8. Evaluating network performance by monitoring error rates, traffic, and operating time, reviewing maintenance and development costs, and comparing results and progress toward network goals.
9. Performing network maintenance by receiving service requests, researching network malfunctions or errors, operating test equipment to analyze and resolve problems, and altering network features as necessary.
10. Maintaining network security by assigning codes, checking network for unauthorized software and/or damaging viruses and revising security system as needed.
11. Managing servers and network devices such as firewalls, routers, switches, wireless devices.
12. Using Management Console and other network management utilities.
13. Performing related responsibilities as required or assigned.

MINIMUM QUALIFICATIONS: The formal education equivalent of a bachelor's degree in computer science or related field plus two years' experience in computer network security, network management or related area. Other job related education and/or education may be substituted for all or part of these basic requirements upon approval of the Qualifications Review Committee. Microsoft Certification is desired but not required.

**HIGHER EDUCATION
REQUEST FOR CENTRAL POOL POSITION**

INSTITUTION University of Arkansas Community College at Morrilton

DATE 5/12/2016

<u>CLASS CODE/TITLE</u>	<u>CLASSIFICATION REQUESTED</u>	<u>GRADE</u>
D039C/NETWORK SUPPORT SPECIALIST		C123

I HEREBY CERTIFY THAT:

- A. The position requested is a full time position that is critical to the operation of the institution and will not be used for any other purpose than that which is outlined in the position description and the narrative justification of the position submitted on page 2 and page 3 of this request.
- B. Sufficient funds are available to fund this position at the requested grade.

Judy Sanders	5/12/2016	Dr. Larry Davis	5/12/2016
<u>INST PER REPRESENTATIVE</u>	<u>DATE</u>	<u>INST PRESIDENT/CHANCELLOR</u>	<u>DATE</u>

OFFICE OF PERSONNEL MANAGEMENT - RECOMMENDATION

<u>CLASS CODE</u>	<u>TITLE</u>	<u>GRADE</u>
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LEGISLATIVE COUNCIL/JBC REVIEW DATE

FAVORABLE UNFAVORABLE

POSITION DESCRIPTION

(1) % of TIME AND WORK PERFORMED

NOTE: Indicate % of time for each example of work, single space within each example of work and double space between examples.

30% Implement and manage Network Security by assigning codes, checking network for unauthorized software and/or damaging viruses and revising security system as needed.

25% Performs network maintenance by receiving service requests, researching network malfunctions or errors, operating test equipment to analyze and resolve problems.

20% Implement network additions by installing hardware and software, checking components to ensure proper operation

15% Perform Script writing to push out security updates campus wide.

10% Assist in training users

(2) Name and title of your immediate supervisor:
Richard Growns/Chief Information Officer

(3) Payroll titles of employees supervised and number of employees per title. If employees supervised, enter "None":
NONE

(4) Machines or equipment used regularly in your work. Give percent of time spent in operation of each.

50%	Windows 7 Desktop & Windows 2008 Computers
40%	2012 R2 Servers, Firewall, Routers, Switches, Wi Fi Access Points and Controller
10%	Phones, printers, scanners
%	

(5) Basic Qualifications

Education, general:	Formal education equivalent of a bachelor's degree
Education, special or professional:	Bachelor's Degree in information technology, computer science, systems engineering, or related field
Experience, length in years and kind:	At least two years of experience in data network operations/design or related field
Licenses, certificates, or registration	Microsoft Certification is desired
Special knowledge, abilities and skills:	Proficient knowledge in WAN, LAN environment. VPN connections to external sites, network security
Physical Requirements	Ability to lift up to 20lbs

NARATIVE JUSTIFICATION

Computer technology and its challenges continue to evolve requiring the need for an individual with advanced Security and networking knowledge and experience. This is in an effort to insure that UACCM remains current on technology and the network secure to prevent unauthorized access and data breaches. This position requires the knowledge of the latest security procedures and the ability to configure our network with remote sites along with internal department segregation access and management with the usage of VPNs and VLANs. Cloud based applications are also needed and this individual will perform the administrative management and network configuration of applications such as Microsoft based applications and e-mail. Experience with firewalls and network monitoring tools are also needed. This individual will be required to monitor and access the UACCM network by Remote Access at nights and weekends as needed for network support and trouble shooting. Script programming and group policy modifications will be done to apply software updates more efficiently. This position requires the individual to stay current on technology by performing research and attending training as needed.