NETWORK TECHNICIAN

OVERALL JOB PURPOSE STATEMENT

Under the direction of the Director of Technology Services, the job of Network Technician is done for the purposes of providing technical and resource services to plan, design, install and maintain the District's wide area network, Internet access and local area networks; planning and installing network cabling; analyzing local and wide area network traffic; and providing network user support and assistance. This position also serves as a technical resource for Computer Support Technicians and may provide leadership and oversight of their assignments relating to network connectivity. This position ensures that local area networks conform to the specifications and standards established to ensure the technical integrity and reliability of the District' overall wide area net.

DISTINGUISHING CHARACTERISTICS

This job is distinguished from similar jobs by the following characteristics: The Network Technician is responsible for the planning, installation and ongoing maintenance of the District's wide area network and local area networks. This includes providing technical support for software and hardware associated with the networks, ensuring the reliable interface among the District's local area networks, access to mainframe systems and the world wide web/Internet; and planning and maintaining network security.

ESSENTIAL FUNCTIONS

- Administers the District's wide area network (WAN) and all local area network (LAN) connections, including hardware, software, access to mainframes and the world wide web/Internet, and security issues for the purpose of maintaining the integrity and operational capability of District systems.

- Plans and recommends projects for the purpose of installing and maintaining microcomputer hardware, cabling, routers, switches and appropriate software.

- Diagnoses, repairs and tests network equipment and software problems (e.g. servers, data communications hardware, lines, modems, network devises switches, routers, etc.) for the purpose of maintaining integrity and reliability of the network.

- Analyzes network traffic for the purpose of identifying traffic congestion and/or defective equipment and taking corrective action.

- Installs, tests, troubleshoots and performs adjustments to a variety of network software on workstations and servers for the purpose of meeting the District's networking needs.

- Recommends design and configuration of wide area and local area networks (WAN, LAN) for the purpose of ensuring adequate network resources to meet current and future District Technology needs.

- Plans/supervises/monitors WAN and LAN backup systems, standards and procedures for the purpose of ensuring availability of data and systems in event of file server failure.

- Develops training programs for the purpose of maintaining the relevant technical support skills of other computer-related support positions.

- Participates in various activities (e.g. meetings, training, etc.) for the purpose of receiving and/or conveying information relating to professional requirements, upgrades, new products and other changes and trends in technology and/or reviewing and making recommendations on incorporating and acquiring advances in hardware, software and other facets of network technology.

- Meets with various site and district personnel and committees for the purpose of conferring, recommending and planning network installations and upgrades.

- Maintains district's e-mail system for the purpose of ensuring its availability and reliable operation.

- Researches computer hardware and software applications, vendors, consultants and current technology for the purpose of recommending products that meet district requirements for capabilities and costs and providing technical assistance to district staff.

- Assists in the performance of other related duties as assigned for the purpose of accomplishing organizational goals.

JOB REQUIREMENTS: MINIMUM QUALIFICATIONS

SKILLS, KNOWLEDGE AND ABILITIES

SKILLS are required to perform multiple, highly complex, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operating tools, advanced hardware and software, and diagnostic equipment.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: DOS/Windows and Macintosh microcomputer applications, operations and peripheral equipment; local area network theory and operations (such as Novell NetWare); basic electronic and electrical theory and power requirements of microcomputer equipment; methods, tools and procedures used in the installation, repair and maintenance of microcomputers, local area networks, peripheral equipment and related applications and systems software.

ABILITY is required to schedule a number of activities, meetings, and/or events; routinely gather, collate, and/or classify data; and consider a wide variety of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a significant diversity of individuals and/or groups; work

with data of varied types and/or purposes; and utilize a wide variety of types of job-related equipment. In working with others, independent problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: providing orientation and training to users of microcomputers and networks; performing diagnostics on microcomputers, networks, peripheral equipment and related applications and systems software; installing, repairing and servicing microcomputers, networks, peripheral equipment and related applications and systems software; working cooperatively with users and other personnel; establishing effective working relationships with others; communicating effectively both orally and in writing; establishing and maintaining records; estimating time and material costs.

RESPONSIBILITY

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of significant resources from other work units is sometimes required to perform the job's functions. There is a continual opportunity to significantly impact the Organization's services.

WORKING ENVIRONMENT

The usual and customary methods of performing the job's functions requires the following physical demands: significant lifting, carrying, pushing, and/or pulling; some climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 60% sitting, 20% walking and 20% standing. The job is performed under minimal temperature variations, some hazardous conditions, and in a clean atmosphere.

EXPERIENCE

Job related experience within specialized field with increasing levels of responsibility is required.

EDUCATION

Community College and/or Vocational School degree with study in job related area.

REQUIRED TESTING

Pre-employment Proficiency Test

CERTIFICATES

CCNA, CNG, MCSE

CONTINUING EDUCATION/TRAINING

None Specified

CLEARANCES

Criminal Justice Fingerprint/Background Clearance TB Clearance