

INFORMATION TECHNOLOGY NETWORK TECHNICIAN

Purpose Statement

The job of Information Technology Network Technician was established for the purpose/s of supporting network systems and sub-systems including servers; resolving network operational issues; maintaining computer and network hardware, software, and the network; and end user support.

This job reports to Information Technology Network Manager

Essential Functions

- Assesses malfunctions of network hardware and/or software applications for the purpose of determining appropriate actions to maintain computer and network operations.
- Confers with Information Technology Network Manager on topics related to network installation and configuration for the purpose of providing technical advise and support and implementing the policies and procedures.
- Executes department activities, computer operations, and data network activities for the purpose of providing services to other divisions, outside agencies, and organizations while meeting department objectives.
- Installs computers, computer and network equipment, network (client and server) hardware and software on a variety of platforms (e.g. service packs, application software, operating software, hardware upgrades, etc.) for the purpose of upgrading and maintaining equipment and computer networks that will meet the technology needs of the District.
- Monitors District servers, website, and related hardware and supporting software (e.g. throughput, switches, patch panels, racks, etc.) for the purpose of ensuring that resources and technology are available and utilized effectively.
- Prepares written materials (e.g. procedures, drawings, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Repairs network-related failures (e.g. computers, peripherals, network equipment, configuration files, etc.) for the purpose of maintaining computer and network equipment in a safe and functional condition.
- Researches software applications and hardware requirements for the purpose of previewing products to provide recommendations regarding applications and purchases and ensuring availability of materials.
- Supports network operations, computer hardware, and/or software applications (e.g. servers, including file, print, application, WEB, database, proxy, etc., and operating systems, etc.) for the purpose of ensuring efficient operations of network.
- Supports systems and servers (at the direction of the IT Network Manager) related to District networks (e.g. e-mail systems, accounts, Voice-over Internet Protocol Systems, IP assignments, computer labs, classroom computers, etc.) for the purpose of ensuring availability of services to authorized users.
- Trains selected District personnel and related site staff (e.g. e-mail, Internet access/resources, multi-platform applications, etc.) for the purpose of providing information on the operations and maintenance of computer systems and/or providing instruction on technology integration into the location.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or transporting equipment for repair.

Other Functions

- Performs other related duties, as assigned, for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: operating equipment used in computer networking; preparing and maintaining accurate records; using pertinent office software and diagnostic applications; and operating standard office equipment.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: digital analog electronics to component levels; LAN/WAN administration; TCP/IP protocols; current generation operating systems; networking standards and practices; training methodologies for technical employees; and safety regulations.

ABILITY is required to schedule activities; gather, collate, and/or classify data; and consider a wide variety of factors when using equipment. Flexibility is required to work with others; analyze data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals; work with data of varied types and/or purposes; and utilize a variety of types of job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: setting priorities; being attentive to detail; working with frequent interruptions; working as part of a team; communicating with diverse groups; conveying technical information to non-technical audiences; and meeting deadlines and schedules.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional 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 conditions with some exposure to risk of injury and/or illness.

Experience Job related experience is required.

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

Equivalency None Specified

Required Testing

None Specified

Certificates & Licenses

Valid Driver's License
Evidence of Insurability
Microsoft Certification (desired)

Continuing Educ. / Training

None Specified

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

10/5/2007

Salary Grade

Classified 67

I HAVE READ AND UNDERSTAND THE SCOPE OF THE JOB AND HOLD THE MINIMUM REQUIREMENTS:

Employee Name (Please Print): _____

Employee Signature: _____ Date: _____