

NETWORK TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This involves providing technical support for network systems software and hardware. Employees are responsible for the installation of the network equipment. The position requires an employee to confer with senior technical support staff as needed or assigned. Supervision is typically not performed by an employee in this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Monitors local area network for problems with connectivity and performance;
 Initiates corrections for problems with the local area network software and hardware;
 Confers with users and senior technical staff to identify network connectivity problems;
 Installs local area network hardware, software, operating systems and applications software;
 Installs and corrects PC software and updates as necessary to ensure network connectivity;
 Responds to help desk inquiries either remotely or through on-site visits;
 Diagnoses problems with network/infrastructure connectivity;
 Verifies and corrects problems with data cabling;
 Diagnoses local area network hardware component failures and makes recommendations for repairs;
 Tests, troubleshoots, and terminates various types of cabling, including fiber optics, Ethernet, and other cabling.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of personal computer technology; thorough knowledge of different types of data cabling; thorough knowledge of various network switches; ability to diagnose problems logically; ability to communicate orally, including the ability to communicate technical information to non-technical people; ability to investigate difficult problems and recommend appropriate solutions; ability to understand complex written and oral instructions; ability to get along well with others; ability to work independently; ability to work as part of a team; resourcefulness in helping others to solve difficult problems; initiative; patience; good judgment; attention to detail; ability to configure common network equipment.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma AND one (1) year of full-time paid experience, or its part-time equivalent, gained within the past five (5) years which involved data cabling, testing of cables, terminating cable and resolving desktop PC problems.

SUBSTITUTION: Completion of twelve (12) credit hours at the college or university level in Computer Science, Engineering Technology or a closely related field may be substituted for the required experience if the education was completed within the past five (5) years.

SUBSTITUTION: Possession of a trade school certification in Computer Science, Computer Technology or a closely related field may be substituted for the required experience if the certification was earned within the past five (5) years.

NOTE: Advanced education degree received in Computer Science, Engineering Technology or a closely related field will be accepted in lieu of the minimum education and experience as noted above, if the degree was earned within the past five (5) years.

APPROVED: JANUARY 28, 2019

CIVIL SERVICE CLASSIFICATION: COMPETITIVE