Network Technician I, II, III

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications <u>may not include all</u> duties performed by individuals within a classification, and actual duties may only reflect a portion of the functions outlined below. In addition, specifications are intended to outline the <u>minimum</u> qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION:

Under supervision (I), general supervision (II), and minimal supervision (III); plans, installs, and upgrades data communication equipment to provide network connectivity; identifies and resolves computer network problems related to data communications equipment including hardware and software components; provides troubleshooting support to staff; performs research and development tasks in network areas; and performs related duties as required.

CLASS CHARACTERISTICS:

Network Technician I is the entry and training class of the series. Incumbents work under immediate supervision while performing routine and less complex computer and hardware support assignments that become increasingly complex over time and require less supervision as additional skills and abilities are acquired.

Network Technician II is the fully experienced journey level class of the series which requires performance of more difficult tasks requiring a working knowledge of information systems, computer hardware, and specialized software applications. Incumbents identify, evaluate, and recommend changes and additions to computer systems using a substantial knowledge of network system technologies, methods, and District operations.

Network Technician III is the advanced journey level classification in the series, works with minimal supervision, and may be either a lead worker or supervise a project. The Network Technician III assumes greater responsibility for and functions at an advanced level in the areas of planning and implementing a variety of software upgrades including but not limited to Microsoft Office products, OS, and Adobe products; installing, upgrading and providing proactive maintenance of APCD computer equipment including network servers, computers, printers, scanners and other related hardware; performing tape back-up duties for network servers including setting and testing backup job scripts, examining logs for errors and documenting in-house procedures; participating in the planning, installation, and deployment of new servers and related application software. The Network Technician III is not considered a supervisory class in that the selection and discipline of employees is not assigned to this level and the number of employees for which direction is provided is limited.

ESSENTIAL FUNCTIONS: *(may include, but are not limited to the following)*

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability.

- Plans and implements a variety of software upgrades including but not limited to, Microsoft Office products, OS, and Adobe products.

- Installs, upgrades, and provides proactive maintenance of District computer equipment including network servers, personal computers, printers, scanners, and other related hardware.

- Performs tape back-up duties for network servers including setting and testing backup job scripts, examining logs for errors, and documenting in house procedures.

- Monitors building security system for problems and coordinates with service provider for repairs, upgrades, and installations; maintains building access system and logs.

- Participates in the planning, installation, and deployment of new servers and related application software.

- Provides technical support for monitoring section personnel.

- Set up audio and video equipment for in house presentations as needed.

- Performs a variety of network security activities including account set up, employee training, virus software administration, and security software updates.

- Troubleshoots and researches hardware and software problems and makes recommendations for solutions.

- Monitors Sonic Wall, viewpoint, SCE, WSUS and other system error logs for security and system problems.

- Primary administrator for Exchange, Forefront, and System Center.

- Conducts District network orientations for new employees and provides individual training for software applications to existing staff as needed.

- Plans, coordinates, and implements automated installation updates for Adobe Reader, Java, Flash Player and others as needed with SCE.

- Compiles, tracks, and maintains software license renewals and use records, hardware and maintenance contracts, and PC inventories.

- Updates internal website as needed.

- Performs limited basic programming in Windows command language, PowerShell, C#, and Visual Basic.

WORKING CONDITIONS:

Position requires prolonged sitting, reaching, twisting, turning, kneeling, bending, squatting, crawling, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination using a computer keyboard and mouse in the administration, installation, and maintenance of APCD information systems. Additionally, the position requires near vision in reading correspondence, statistical data on the computer, and acute hearing is required when providing telephone service and communicating in person.

Work is performed in an office environment and in environmentally controlled server rooms and may require prolonged exposure to unpleasant elements such as low temperatures, high noise levels, and dust. The need to lift, drag and push files, computer equipment, or other materials weighing up to 40 pounds is also required. May be required to climb ladders, perform work at elevated heights, and perform work above the shoulders to install and repair server connections and equipment.

QUALIFICATION GUIDELINES: *(The following are minimal qualifications necessary for entry into the classification)*

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include:

Network Technician I

Successful completion of an equivalent of 15 units from an accredited learning institution in the disciplines of computer networking, computer science, information technology, management information systems or a closely related field **OR;** One year of experience providing network support functions for a moderately complex network including: field troubleshooting, site planning and installation, and data communications project experience.

Network Technician II

Successful completion of an equivalent of 30 units from an accredited learning institution in the disciplines of computer networking, computer science, information technology, management information systems or a closely related field **OR;** Two years of experience performing duties equivalent to a Network Technician I.

Network Technician III

Successful completion of an equivalent of 30 units from an accredited learning institution in the disciplines of computer networking, computer science, information technology, management information systems or a closely related field and; four years of increasingly responsible network technician experience that provides the required knowledge, skills and abilities to perform the essential duties of the position. A Bachelor's degree in any of the required disciplines may be substituted for one year of experience.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position; a particular position will typically require only a subset of the skills and abilities listed below)*

Knowledge of:

Principles and practices of information systems and technologies; Microsoft Office applications and Microsoft Windows (Server and Workstation) and their related administration tools; PCs and related hardware including installation, networking, server applications and administrative tools; Local Area Networks, Ethernets, and Wide Area Networks; wireless communication equipment, standards and protocols, including the design, installation, and troubleshooting of these protocols; Information system security methods, standards, and related software; standard English grammar and usage; principles and practices of customer service.

Ability to:

Evaluate, develop, and implement information systems based on District information technology needs; read and interpret technical instructions; identify hardware, electrical, and data communication installation requirements; prepare and implement installation plans; follow oral and written instructions; report and log all activities; train other staff in a variety of journey-level network tasks; to evaluate and correct technical problems relating to hardware, software, and networks; work with frequent interruptions; work under pressure; organize and prioritize work; effectively handle many tasks simultaneously; document procedures for installation, problem correction, and

other network tasks; establish and maintain effective working relationships with a wide variety of technical staff, users, and vendors; communicate on technical issues with individuals with varying degrees of computer familiarity; provide high-quality customer service.

Skill in:

Using the internet to research problems and identify solutions; Operating personal computers and a variety of software applications; communicating technical information in a clear and concise manner to audiences of varying levels of technical understanding; providing instructions and documenting requirements and designs of programming products.

SPECIAL REQUIREMENTS:

Possession of or ability to obtain and maintain a Class C California driver's license and a satisfactory driving record.

FLSA: I/II/III (Non-Exempt)
          I/II Flex
          SEIU, Unit 24

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