



| TITLE | CLASSIFICATION | SALARY GRADE |
|--|----------------|-----------------|
| NETWORK TECHNICIAN | CLASSIFIED | GRADE: Q |
| BOARD POLICY REFERENCE: 2012/13 CLASSIFICATION STUDY | | Board Approved: |

JOB DESCRIPTION:

Under general supervision, identifies, analyzes, troubleshoots and resolves some Tier 2 and Tier 3 District network problems; assists with the configuration, monitoring and troubleshooting of enterprise network equipment such as Cisco switches, routers, and firewalls; designs, administers, monitors, backs-up and restores the District domain servers; trains and supports end users with issues related to software applications, data communications, networking and other computer technology; installs and configures networking equipment and other computer technology; may serve as a lead worker to other classified staff in the area; and performs related work as required.

SCOPE:

The Network Technician designs, installs, configures, maintains, monitors, troubleshoots and repairs core networking, data communications and other computer services and equipment; determines the most effective method to resolve problems and implements solutions; and makes recommendations to the Manager of Campus Data & Telecommunications to eliminate network- and server-related problems.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Identifies, troubleshoots and resolves technically complex problems with the network, servers, microcomputers & other computer technology used by the District.
2. Performs general network configuration and installation (wide and node) for both local and wide area connectivity, node and router configuration, network troubleshooting and resource growth planning.
3. Performs desktop and network analysis for end-users; identifies and discusses installation and network access needs; determines appropriate access rights.
4. Works with vendors to resolve hardware operating system issues; analyzes bugs in system and application software; researches and tests possible solutions and implements solutions.
5. Optimizes computer usage by researching and recommending enhancements to system capabilities and performance.
6. Administers domain servers as assigned.
7. Compiles and prepares complex management and statistical reports, graphs, etc. to indicate trends and specific problem areas of the District's network and other computer technology.
8. Maintains current knowledge of emerging information technology trends and developments; serves as a technical resource and makes recommendations on new computer technology.
9. May serve as a lead worker to other Classified staff in the area.
10. Directs the work of student and short-term, non-continuing employees.

EMPLOYMENT STANDARDS

ABILITY TO:

Analyze, troubleshoot and improve District network access and security systems; maintain current knowledge of emerging information technology trends and developments; deliver technical customer support over the phone or in person in a calm and professional manner; train others in use of their computers and applications; identify, evaluate and solve domain and network performance problems; work closely with other Information Technology staff and end-users to troubleshoot District-wide network problems; work independently and as a member of a team; write network documentation; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Computer network systems, principles and techniques; network administration procedures and practices; local area- and wide area- troubleshooting principles and practices; systems analysis; network and network routing protocols; server and desktop operating systems; networking hardware; network firewalls; and network management/monitoring software.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

An Associate's degree with related college coursework and an industry recognized professional networking certification, such as MCSE (Microsoft Certified System Engineer) or CCNA (Cisco Certified Network Administrator).

Preferred Education:

Multiple industry recognized professional networking certificates such as MCSE and CCNA.

Experience:

Current experience providing Level Two technical server desktop and network support in a large multi-platform and multi-operating systems environment OR demonstrated experience as described above. Demonstrated experience implementing local area networks using multi-operating systems and platforms, network and computer trouble-shooting and problem solving skills required, including knowledge of networking theory, principles and practices.

LICENSE OR CERTIFICATE:

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.

SPECIAL REQUIREMENTS:

Must be able to sit for a prolonged period of time in front of a computer monitor. Must be able to perform physical activities such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing or walking.