

TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
NETWORK TECHNICIAN, SENIOR	CLASSIFIED	GRADE: R MONTHS:
BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY, 2005 Classification Review		Board Approved: May 2001

**JOB DESCRIPTION:**

Under general supervision, identify, analyze, and troubleshoot wide-area multi-site District network problems; assist with the configuration, monitoring and troubleshooting enterprise network equipment such as Cisco switches, routers, and PIX firewall; design, administer, monitor, backup and restore the District domain servers; troubleshoot network resource integration problems; assist network technical staff in supporting the campus users; master emerging computer technologies that allow the District to meet key objectives; may serve as a lead worker to other classified staff in the area; and perform related work as required.

**SCOPE:**

The Network Technician, Senior, designs, configures, monitors, troubleshoots and repairs core networking services and equipment; analyzes complex wide area network-related problems referred via the Network Technicians; determines the most effective method to resolve problems; implements solutions; and makes recommendations to the Campus Data/Telecommunications Supervisor to eliminate network- and server-related problems.

**DISTINGUISHING CHARACTERISTICS:**

The Network Technician, Senior, is distinguished from the Network Technician by the design responsibilities and the expectation to resolve more complex network problems. This classification also compiles advanced reports.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

1. Identifies, discusses, troubleshoots and resolves technically complex wide-area network problems for users of the campus network.
2. Designs, troubleshoots, monitors and improves the District's multi-site wide-area network.
3. Works with end-users to identify their network performance needs; formulates possible solutions; implements server and network changes that will allow end users to get the most from the hardware and software tools available.
4. Investigates, understands and deploys new network protocols on the production network with an emphasis on improving the wide area network.
5. Performs general network installation (wide and node) for both local and wide area connectivity, node and router configuration, network troubleshooting and resource growth planning.
6. Performs desktop and network analysis for end-users; identifies and discusses installation and network access needs; determines appropriate access rights.
7. Tests and implements various desktop installation configurations in order to maximize uptime and identify and resolve software conflicts.
8. Administers domain servers as assigned.

**KEY DUTIES AND RESPONSIBILITIES (Continued):**

9. Compiles and prepares complex management and statistical reports, graphs, etc. to indicate trends and specific problem areas of the District's network.
10. Masters new computer technology; serves as a technical resource and makes recommendations on new computer technology.

**EMPLOYMENT STANDARDS**

**ABILITY TO:**

Analyze, troubleshoot and improve campus-wide network access and security systems; identify, evaluate and solve domain and network performance problems; work closely with other Computing Services staff and end-users to troubleshoot District-wide network problems; master emerging computer technologies; write network documentation; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population; and serve as a lead worker to Network Technicians.

**KNOWLEDGE OF:**

Computer network systems, principles and techniques; network administration procedures and practices; local area- and wide area- troubleshooting principles and practices; network and network routing protocols; 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 *and* MCSE (Microsoft Certified System Engineer) certification or CCNA (Cisco Certified Network Associate) or an equivalent certification.

*Experience:*

Two years administering a large Windows domain and working with Cisco switches and routers, or the equivalent experience.

**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.