



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
NETWORK TECHNICIAN	CLASSIFIED	GRADE: Q MONTHS:
BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY/2005 Classification Review		Board Approved: 4/00

JOB DESCRIPTION:

Under general supervision, identify, troubleshoot and resolve problems encountered by District-wide users of various servers, the mainframe, desktop systems, District network Internet and other computer technology; troubleshoot and solve local-area network problems; provide technical support to end-users regarding computer hardware and software; install, test, certify and troubleshoot networking cabling systems; install configured network equipment; provides technical expertise to end-users regarding optimal set-up for software, hardware and network use; install, configure, monitor and troubleshoot a wide range of network and data communications software and hardware; train users in various software applications and network-related procedures; provide work direction for student assistants; and perform related work as required.

SCOPE:

The Network Technician analyzes computer- and network-related problems reported by end-users, diagnoses the most effective method to resolve the problem and implements the solution; installs, maintains, and troubleshoots the District's Local Area Network (LAN), Wide Area Network (WAN), data communications, microcomputers and all peripheral equipment.

KEY DUTIES AND RESPONSIBILITIES:

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

1. Identifies, troubleshoots and resolves hardware-, software- and network-related problems encountered by end-users of the District network, the Internet, the mainframe, PCs and Macintoshes and new computer technology.
2. Configures and installs Windows workstations and Macintosh operating systems in response to the demands of a complex network design.
3. Trains end-users on the use and features of the various operating systems and applications on the various platforms.
4. Performs primary network system administration on network servers as needed.
5. Installs, certifies and troubleshoots campus and remote-campus network cabling infrastructure, including a wide variety of local area network equipment and software.
6. Uses established tracking system to log requests; monitors progress, tracks problem resolution, identifies patterns of failure, researches bug fixes and implements solutions; communicates with manager regarding unresolved problems.
7. Works with vendors to resolve hardware operating system issues; researches and tests possible solutions and implements solutions. Analyzes bugs in system and application software; researches and tests possible solutions; implements solutions.
8. Works with Programmers to solve mainframe application problems to meet end-user computing needs.
9. Writes scripts and batch files as needed to enhance the function of the operating system.

KEY DUTIES AND RESPONSIBILITIES (cont.):

10. Optimizes computer usage by researching and recommending enhancements to system capabilities and performance.
11. Enforces the District's network security and installation procedures.

EMPLOYMENT STANDARDS

ABILITY TO:

Identify, analyze and troubleshoot a wide range of complex technical computer- and network-related problems effectively; listen and communicate information to a wide variety of clients and vendors at all levels of skill; deliver customer support both in-person and over the phone in a professional manner; support the District's objectives by training others in use of their computers and application; learn and provide support for the District's network; learn and apply new technical knowledge quickly; communicate effectively with a diverse client base both verbally and in writing; work independently and as a member of a team; maintain cooperative work relationships; demonstrate sensitivity to, and respect for, a diverse population.

KNOWLEDGE OF:

Capabilities and limitations of various computer systems, including local area networks and wide area networks; the principles of information systems design, especially related to multi-protocol, multi-platform client/server environments; principles and practices of networking technologies; thorough understanding of LAN/WAN protocols; theory and practice of LAN/WAN administration; mastery of desktop operating systems and various software applications.

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:

Associate's degree with at least two years of coursework in computer sciences.

Experience:

Current experience providing Level Two technical desktop and network support in a large multi-platform and multi-operating systems environment OR one year of experience and an MCP (Microsoft Certified Professional) certificate. 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. Specific knowledge of TCP/IP and Windows Server. Previous technical support of Macintosh computers is helpful.

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 perform physical activities, such as, but not limited to, lifting heavy equipment (up to 50 lbs. unassisted), bending, standing, climbing or walking. Must also be able to tolerate confined spaces.