

**Title:** Network Technician  
**PG:** 54  
**Status:** Civil Service  
**Position Reports to:** Designated Supervisor  
**Department:** Information Technology

**Class Code:** 2142  
**Date:** 10/08

**GENERAL DESCRIPTION OF CLASS:**

This is a highly technical position in the planning, engineering and administrative areas of the City's wide area network. An employee in this classification is responsible for the maintenance and performance of network servers and network communications. Work assignments are outlined by a superior, but the employee has some opportunity for independent action in carrying out assignments. Technical assistance and supervision is provided during the course of assignments and work is checked during the progress and evaluated upon completion by a supervisor.

**ESSENTIAL FUNCTIONS:**

1. Assists in the maintenance, upgrade and monitoring of the network servers.
2. Assists in the planning and implementation of network additions and upgrades.
3. Monitors the wide area and local area networks to ensure optimal performance and reliability.
4. Works with other department personnel to provide network connectivity.
5. Prepares performance reports on the wide area and local area networks and server performance.
6. Comments on information services requests and makes recommendations regarding the feasibility and acceptability of implementation.
7. Responsible for the implementation of local and wide area networks.
8. Gathers information as requested for budget analysis, scheduling, specification writing, contract negotiation, report preparation and presentations.

**ADDITIONAL RESPONSIBILITIES:**

1. Performs related work as required.
2. Participates in technical training both locally and at out-of-town locations that may require overnight stays.
3. Fills in for the Network Coordinator when an absence occurs.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Thorough knowledge of routine planning and methodology as they apply to wide area and local area networks.
2. Thorough knowledge of network communications including protocols, switching and routing.
3. Thorough knowledge of Microsoft NT and Novell operating systems.
4. Knowledge of computer applications as they apply to city wide business practices.
5. Skill in testing with various network diagnostic devices and interpretation of test results.
6. Skill in using hand tools and precision test instruments used to install and maintain network attached devices.
7. Knowledge of fiber optic standards as it relates to proper installation of network attached devices.
8. Knowledge of the occupational hazards and safety precautions of the trade.
9. Ability to prepare technical reports.
10. Ability to demonstrate good interpersonal skills.
11. Ability to communicate effectively with supervisor, other City employees, and the general public both verbally and in writing.
12. Ability to read and understand technical manuals for all types computer and network devices used in this system.
13. Ability to maintain proficiency on new equipment and devices as the technology evolves.

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**WORKING ENVIRONMENT/CONDITIONS:**

Requires manual labor work that involves walking or standing most of the time, exerting up to 100 pounds of force on a recurring basis, keyboard operations, manipulating tools and wires.

The job risks exposure to heights, toxic/caustic chemicals, traffic, moving machinery, extreme cold or heat, electrical shock, adverse weather conditions, bright/dim light, fumes, noxious odors, dusts, pollen, wet humid conditions, and extreme noise levels.

The job requires normal visual acuity, good manual dexterity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception. An employee in this position must be able to discriminate between the following colors generated by red/blue/green primary colors at full or half intensity: white, green, yellow, orange, magenta, red, cyan and blue. Confirmation will be accomplished by a standard medical test for color blindness.

**QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):**

1. Graduation from an accredited two (2) year college or technical school.
2. Four (4) years experience as a technician in a PC support and/or network support function.
3. Microsoft Certified System Engineer and/or Novell Certified Network Engineer certification.
4. An Equivalent combination of education and experience determined to be directly related to the foregoing specific requirements may be substituted.

**SPECIAL REQUIREMENTS:**

1. Must possess and maintain a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. Must be able to attend meetings at locations other than primary work area.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.