



CLASS TITLE: NETWORK AND TECHNOLOGY SUPPORT TECHNICIAN

Range: 29

FLSA: Non-Exempt

DEFINITION

Under the direction of the Director Information Technology or its designee, assist in the support and maintenance of the daily systems and network activities of the Technology Department. Receives general direction to perform a variety of duties of a mid-level to advanced level degree of complexity with server systems, storage, applications, Local Area Networks/Wide Area Networks (LAN/ WAN), and mid-level computing platforms. Installs, configures, upgrades, repairs, and maintains technology systems and equipment including computers and peripherals, hardware, software, audiovisual, and network and communication systems and equipment; diagnoses and resolves hardware, software, and system problems following policies and procedures; provides technical support and consultation to various sites and/or County Office departments; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level* classification is responsible for independently providing technical support in maintaining computer hardware, software, and peripherals and network systems and equipment. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This classification is distinguished from the Computer Technician by also providing technical support for network systems, server systems, and equipment.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignment of different positions.

- Assist with a variety of specialized duties involved in the maintenance and repair of LAN, WAN and other network systems and related equipment including, but not limited to firewalls, WIFI controllers, hardware, software and applications; assist with administer network services, monitoring and evaluating network performance, and identify problems or concerns.

*Journey-level knowledge and skill level recognizes a class that is expected to perform the day-to-day functions of the work independently, but with guidelines (written or oral) and supervisory assistance available. This level of knowledge is sufficient to provide on-the-job instruction to a fellow employee or an assistant when functioning in a lead capacity. Certifications may be required for demonstrating possession of the required knowledge and skills.

- Plans, designs, installs, configures, and maintains new network workstations including network and user applications; assists various sites and County Office departments in ensuring connectivity to network and communication systems.
- Assist with system and network project plans, assist with install and configuration of firewalls, wireless access points. Assists with implementation and maintenance of Firewalls, Web Filtering, Clocks/Speakers, and VoIP. Assists server and application project rollouts and upgrades.
- Receives, evaluates, and prioritizes requests for service; diagnoses problems; troubleshoots and implements remedial actions, researches documentation, and determines solution, and resolves problems with hardware, software, and network issues; escalates issues to higher-level staff and/or vendor for resolution as appropriate.
- Assists with implementation of networking/communications (LAN/WAN/WIFI) projects.
- Performs LAN/WAN/WIFI upgrades, support, and maintenance under supervision. Assists with designs and implements testing methodology; prepares and maintains documentation.
- Installs, configures, upgrades, maintains, and repairs computers and associated hardware and peripherals.
- Installs, configures, troubleshoots, and assists in the use of various operating systems and software applications; assists schools with the selection of software as needed.
- Assists with development of networked server systems requirements and definitions. Assists with development of functional and technical specifications. Performs server systems upgrade, support, and maintenance.
- Troubleshoots and repairs audiovisual equipment at various school sites including overhead projectors, laser printers, projectors, and related equipment.
- Performs technical help desk support including handling customer inquiries and complaints and resolving tier one requests; maintains help desk knowledge, device, and user database and generates reports; participates in the development of procedures and systems to improve help desk operations.
- Participates in the set-up, recording, and troubleshooting of satellite/video streaming teleconferences.
- Consults with vendors, service providers, and technical support regarding purchase of parts, status of repairs, and software and hardware related questions.
- Maintains a variety of records related to equipment, equipment malfunctions, and related activities.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and advises on best practices.
- Researches and provides recommendations for the purchase of hardware, software, and related technology solutions.
- Performs related duties as assigned.

QUALIFICATIONS

The requirements listed below are representative of the knowledge and ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Knowledge of:

- Practices, procedures, and techniques involved in the maintenance and repair of LAN, WAN and other network systems and related equipment, hardware, software, and applications.
- Basic Network concepts including VLANs, network segmentation and network security.
- Server systems or systems engineering, including methods and procedures relative to analysis, design, engineering, installation, configuration, deployment, operations, and management as it applies to departmental systems or assisting in supporting enterprise-wide systems.

- Principles and practices of installing, configuring, upgrading, repairing, and maintaining technology systems and equipment including computers and peripherals, hardware, software, audiovisual, and network and communication systems and equipment.
- The fundamental concepts, practices, and procedures of this particular field of specialization.
- WAN and LAN usage, maintenance, and network terminology.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- Telephone techniques and etiquette.
- Applicable federal, state, and local laws, codes, and policies and procedures relevant to the area(s) of responsibility.
- Record-keeping systems and methods.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of technical support functions in the installation, configuration, upgrade, repair, and maintenance of technology systems and equipment including computers and peripherals, hardware, software, audiovisual, and network and communication systems and equipment.
- Understand, interpret, and explain hardware, software, and network solutions to users; research technical materials to provide solutions to problems.
- Develop and maintain technical operating instructions and documentation; train staff on software and hardware usage.
- Interpret, apply, and explain laws, codes, rules, regulations, policies, and procedures.
- Maintain records and prepare reports.
- Research and recommend new system software and hardware.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Any combination of coursework equivalent to graduation from high school supplemented by college level coursework in computer science or a related field and four (4) years of experience installing, configuring, upgrading, maintaining, and repairing computers and peripherals, hardware, software, and network and communication systems and equipment including direct customer services responsibilities.

Licenses and Certifications:

- Valid California driver's license.

PHYSICAL DEMANDS

- Mobility to work in a standard office and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County Office and meeting sites.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Standing in and walking between work areas is frequently required.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment, hand and power tools, and specialized equipment.
- Employees in this classification bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information.
- Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees are required to operate a vehicle to perform assigned work.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing office policies and procedures.