

## Alameda County Office of Education

**Job Title: Sr. Network Systems Technician (Range 23 CSEA)**

### **Job Summary:**

Provides technical support, analyzes problems, and performs maintenance of microcomputers, minicomputers, peripheral equipment, and Local (LAN) and Wide-Area Network (WAN) systems, with primary emphasis on installation, configuration, and troubleshooting of complex server and network-based systems.

### **Essential Duties and Responsibilities:**

Troubleshoots operational, hardware, software, and network problems and effects/coordinates resolution.

Maintains network routing equipment including the configuration of filters and firewalls.

Installs, repairs, adjusts, and maintains computer equipment including personal computers, network hardware, cabling, servers, disk drive systems and other internal personal computer components, and peripherals.

Installs, tests, and troubleshoots various network cable systems including UTP, coaxial, and fiber.

Provides advice on personal computer standards and purchasing equipment, hardware, and software.

Participates in developing technical instruction documents, troubleshooting instructions, and operational procedures.

Determines technically how labs and equipment should be set up, upgraded, or modified for use by clients.

Trains and technical expertise to other support technicians and to less experienced team members.

Installs, removes, and relocates computer systems and peripherals.

Maintains personal computer equipment and supply inventory.

Assists Network Administrator with NOC (Network Operations Center) operations.

Performs related projects and duties as assigned.

## **Sr. Network Systems Technician (continued)**

### **Qualifications:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Ability to:**

Perform quick and systematic problem solving and effective repair of various OEM (original equipment manufacturer) computers and related hardware/software in a networking environment.

Convey instructions to users in a clear and concise manner.

Support Microsoft Windows/NT, Unix, and Apple platforms.

Support various email services (i.e.: Outlook, Eudora, Lotus Notes, etc.).

Analyze networking data.

Organize and plan computer systems and network installations.

Communicate effectively in writing and speech.

Provide remedial instructions to users on applications and hardware use.

Manage and prioritize work and projects effectively.

Establish and maintain effective departmental and client relationships.

### **Knowledge of:**

Local and wide area networking operations.

Relevant Network Operations Center (NOC) concepts, practices and procedures.

Diagnostic equipment/programs including network analyzers, antenna system analyzers, and cable testers.

PC and LAN maintenance and customer support.

Microsoft Windows/NT, Unix, and Apple platforms.

Various Microsoft applications.

Various virus software packages.

Domain name service.

### **Education and/or Experience:**

Bachelor Degree in systems technology discipline; three (3) years related experience with network systems configuration; or equivalent combination of education and experience.

### **Language Skills:**

Ability to read and comprehend simple instructions, short correspondence, and memos.

Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to clients, and other employees.

### **Mathematical Skills:**

Advanced technical mathematics sufficient to understand and support network operating systems.

### **Reasoning Abilities:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **Sr. Network Systems Technician (continued)**

### **Certificates, Licenses, Registrations:**

Valid California drivers license.

**Preference:** CNE (Certified Network Engineer), MCSE (Microsoft Certified System Engineer), CCNA (Cisco Certified Network Associate), and/or CCNP (Cisco Certified Network Professional).

**Physical Demands:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel. The employee frequently is required to sit and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Work Environment:** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee regularly works in inside environmental conditions, works with video display terminals, and moves computer technology equipment and parts. The employee may be required to drive a vehicle in the course of employment, may be required to attend evening meetings, travel, and work evenings or weekends. The noise level in the work environment is usually moderate.

**Approved By:** Personnel Commission

**Approved Date:** January 15, 2009