



SAN JOAQUIN COUNTY OFFICE OF EDUCATION

Gaylord A. Nelson Education Center • 2901 Arch-Airport Road
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Telephone (209) 468-4800

Job Description

POSITION TITLE: *Senior Network Support Technician* #2340
SALARY SCHEDULE: Range Z05, Classified Salary Schedule

MINIMUM QUALIFICATIONS - EDUCATION AND/OR TRAINING

Associate of Arts or Bachelor's Degree with a concentration in Computer-Related Technology and/or Business Administration; or equivalent experience in management information systems.

MINIMUM EXPERIENCE:

Five year's experience in data processing with three years of full time network design and implementation experience using TCP/IP; working knowledge of network electronics and personal computer hardware and software applications.

CREDENTIALS AND/OR SKILLS AND ABILITIES:

Knowledge of routers, hubs, and switches; capabilities and limitations of the Cisco hardware and software; utilization of Apple Macintosh and/or Windows personal computing systems; network diagramming and documentation methods; network trouble shooting; documentation concepts; clear written and oral communications.

Ability to lead and train Network Support Technicians; coordinate flow of work and ensure that deadlines are met; analyze problems; prepare reports; gather, analyze and organize information; establish and maintain effective working relationships with others in a large and diverse user environment. Be flexible and receptive to change.

SUMMARY OF POSITION:

Under the general direction of the Coordinator of Networking: independently performs network analysis, design, documentation, task implementation and network maintenance of considerable difficulty in a large and diverse user environment within a broad framework of standards, policies, and procedures, utilizing current techniques and methodologies. Does related work as required.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Analyzes existing or proposed network projects and requests to determine the feasibility for technical adaptation; may prepare cost estimates for these proposed projects; documents and presents written reports detailing the analysis performed.

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ESSENTIAL FUNCTIONS: (CONTINUED)

2. Establishes effective levels of communication with the user community for network support and integration. Responds to rapidly changing requirements of the user community.
3. Assists the Department of Information Technology in the process by which requests and inquiries related to networks, LANs, and mainframe data communications are received, screened, prioritized and resolved.

4. Implements new and revised networks; provides training to users and staff; creates efficient operational procedures, including effective hardware utilization and adequate backup processes; makes recommendations on technical modifications to the network hardware and software environment.
5. Implements and monitors network security.
6. Maintains an advanced level of knowledge of networking.
7. Assists individual users and groups with the installation of both network hardware and software solutions.
8. Assists in the research of new products and services that will enhance the technical productivity of the department and enable the Data Center to provide increased levels of service to the user community.
9. May serve as project leader; schedules, coordinates and reviews work of the staff assigned to the project; trains other staff members as required.
10. Participates and makes recommendations to the Data Center management regarding the formulation of networking and documentation standards and department policies and procedures.
11. Reports directly to the Coordinator of Networking.
12. May provide supervision for the networking staff as needed in the absence of the Director or Coordinator of Networking.
13. Performs other related duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer workstation, operate standard office equipment and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
6. Stand, walk and bend over, reach overhead, grasp, push and move, lift and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position may be required to work outside of normal workdays and office hours to meet operational deadlines and to provide computer service as needed. Valid California driver's license required.