DEFINITION
Under supervision from the Information Technology Manager and with guidance and frequent instruction from the Network Administrator, provides technical support and training on use of personal computers, printers, peripheral equipment, and network systems hardware and software; resolves computer application problems and trouble shoots hardware malfunctions; assists in maintaining and administering the LAN network systems; provides support and installation for desktop computer applications; installs, configures, and makes repairs to personal computer hardware and software systems; provides technical assistance and training to system users; and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS
Network Technician is a technical classification assigned to the Information Technology Division. Under general supervision within a framework of established policies and procedures, incumbents perform a wide variety of administrative and technical support and end-user training on informational systems and application software which involves frequent contact with others and coordination of multiple and concurrent activities. Assignments are given in general terms and are subject to periodic review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the Network Analyst classification series which performs routine to complex and specialized technical support and network administration tasks for a variety of LAN, WAN and desktop systems requiring technical knowledge of network and desktop systems operation and integration in a multi-location, multi-platform environment. This classification is further distinguished from the Network Administrator which is a professional-level classification that performs the most complex technical and analytical duties and has overall responsibility for the operations and maintenance of District network systems.

TYPICAL DUTIES
TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Evaluates, and responds to requests for computer assistance from users experiencing problems with hardware, software, networking and other computer related technologies.

- Responds to inquiries concerning systems operation and diagnoses system hardware, software and operator problems; performs remedial actions to correct problems and/or determines and recommends solution.

- Researches, resolves and follows-up on routine user problems, referring more complex networking problems to higher level personnel.

- Installs or assists in the installation of personal computers, software, and peripheral components such as monitors, keyboards, printers, and disk drives.
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- Loads and configures specified software packages such as operating systems, word processing and/or spreadsheet programs into computer.

- Inspects personal computer equipment and reads order sheet listing user requirements to prepare computers for delivery.

- Maintains hardware and software inventory and maintains back-up systems.

- Assists in coordinating activities with Network Analyst, Network Administrator and/or other information technology personnel and trains users on software and hardware use.

- Provides updates, status and work completion information to personnel and/or users, via voice mail, e-mail or in-person communication.

- Operates the District’s main-frame/mid-frame computers and auxiliary and peripheral equipment as backup to the Computer Operator on an as needed basis.

- May update the District's Web Site.

- Performs other related work as required.

**REQUIREMENTS**

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

**Education and Experience:**
Possession of an Associate’s degree in computer science, information technology or closely related field, vocational training in computer science or related field or equivalent and three (3) years of responsible technical experience performing technical support and network administration on personal computers and peripheral equipment including software administration.

**Knowledge, Skills and Abilities:**
Knowledge of: principles and practices used in the operation, maintenance and administration of networks, operating systems, personal computer system hardware and related software applications; techniques and methods of computer hardware and software evaluation, implementation and documentation; personal computer application software packages, including word-processing and spreadsheets; personal computers and peripherals as well as network operating systems; troubleshooting, configuration and installation techniques.

Skill and Ability to: interact well with and accept constructive feedback from co-workers and supervisors; deal tactfully and courteously with others in response to questions and while providing user training and technical assistance with computer operations; read, understand, and follow work rules and procedures; read and understand technical specifications and instructions; understand and follow oral and written directions; effectively operate a variety of computer equipment and peripheral components; troubleshoot related problems and take appropriate action; identify and resolve hardware and software problems and perform minor
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repairs; set up PC and network hardware and install and configure software; train staff on software applications and hardware use; maintain accurate records of work in progress and work completed; communicate effectively both verbally and in writing; work independently without close supervision; work with and maintain confidential and sensitive information; and perform the essential duties of the job without causing harm to self or others.

Additional Requirements:
- Must possess a valid California driver's license and have a satisfactory driving record.

Working Conditions/Physical Requirements:
The essential functions of this classification are performed in a controlled-temperature office environment and require the ability to work flexible hours and overtime and occasionally nights and weekends as needed; and physically require the ability to: sit for extended periods of time; stand to observe microcomputer use and install software and hardware; walk to various work stations; twist and reach with hands and arms; bend, stoop, kneel or crawl and occasionally climb and/or balance to check and install equipment; use finger dexterity and hand strength to operate, lift, move, repair and adjust computer equipment; speak and hear to train others and discuss user needs in person and by telephone; see to read computer screens and technical specifications; exert the strength to frequently lift, carry and move equipment weighing up to 55 pounds and/or push equipment weighing up to 90 pounds.

Revised: 7/12

Approved: [Signature]
Human Resources/Risk Manager