

NETWORK TECHNICIAN, SENIOR

Job Code	Pay Grade
14130	CL18

Nature of Work

This is specialized technical work that requires advanced knowledge of communication theory and principles. Job functions include analyzing and troubleshooting a complex multi platform, multi vendor telecommunication network. An employee in this position analyzes communication requirements, installs complex devices and troubleshoots major problems, on a diversified telecommunication network which includes analog and digital transmission media, Local Area Networks (LAN), Wide Area Networks (WAN) dialup and mainframe systems. An employee in this classification is the highest level of support for network/user end issues. The incumbent reports to a manager, supervisor or designee.

Minimum Qualifications Requirements

- 2 years work experience in support to network IT, MIS; or
- Associate's degree or technical school training directly related to IT network maintenance, repair and servicing of telecommunications in a major multi-platform LAN/WAN network environment; or
- An equivalent combination of training, education, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate may be required to actually demonstrate or be formally certified in one or more specific IT functions.
- Employee to obtain and maintain a Florida Department of Law Enforcement, (FDLE), Criminal Justice Information Services, (CJIS), Level 1 - Security & Awareness Certification within six (6) months of appointment.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Installs, configures, and tests telecommunication devices.
- May assist in recovery for operating system software or telecommunications failures of any type.
- May maintain contact with hardware vendors to coordinate complex problem determination.
- Troubleshoots and analyzes telecommunication problems and digital devices.
- Coordinates installation procedures and requirements with common carrier and county service providers, involved in site connectivity installations.
- Updates network diagrams, schematics and maps; database entries for network devices and components.
- Responds to customer, technical questions, and/or refers more difficult to Network Technician Supervisor or other appropriate sources.
- Provides customer training on an as needed basis.
- Troubleshoots and analyzes problems on a diversified telecommunication network which includes analog and digital transmission media, Local Area Networks (LAN), Wide Area Networks (WAN) dialup and mainframe systems; working with routers, hubs, file servers, print servers, printers, workstations, digital systems on the telecommunication network, dialup hardware, and software.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of principles and procedures of communication operating systems, capabilities, characteristics and limitations of LAN, WAN, micro/mini computer systems, hardware and software, and mainframe computers.
- Knowledge of data communications methods and techniques relevant to hardware and software.
- Knowledge of methods and techniques relevant to computer operation, terminology and programming.
- Knowledge of and skill in applying troubleshooting procedures.

NETWORK TECHNICIAN, SENIOR (continued)

Job Code	Pay Grade
14130	CL18

Knowledge, Skills, and Abilities (continued)

- Skill in analyzing, resolving and determining appropriate course of actions in order to resolve network and/or user end network issues.
- Skill in communicating and resolving user end computer network problems.
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and communicate data.
- Ability to understand and follow oral, written, and electronic instructions.
- Ability to detect, test, analyze results, and take corrective measures on hardware and software incompatibilities or errors.
- Ability to establish and maintain effective working relationships with customers, superiors, fellow employees, and others.

For official use only

Revised	EEOC Code	Overtime Code
6/144/07	Technicians	Classified

