

NETWORK TECHNICIAN SUPERVISOR

Job Code	Pay Grade
14140	CL21

Nature of Work

This is highly advanced analytical and technical work maintaining and supervising a complex telecommunications network. This position is expected to serve as a supervisor over subordinate technical and clerical staff. An employee in this classification is required to exercise considerable independent judgment, initiative and technical knowledge in monitoring, troubleshooting, testing, analyzing and resolving telecommunications network related problems. The position reports to a senior department manager or designee.

Minimum Qualification Requirements

- 5 years advanced technical experience in IT, MIS, or in network maintenance, repair and servicing of telecommunications in a major multi-platform LAN/WAN network environment which has included 1 year of supervisory training or responsibility; or
- Associate's degree or 2 year technical school degree in IT, MIS, computer science, engineering, and application development plus 3 years experience as described above which includes 1 year of supervisory training or responsibility; or
- Bachelor's degree in field as described and 1 year of experience as described above.
- 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.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Plans, assigns, directs, supervises, and reviews the work of subordinate technical and clerical staff.
- Supervises, troubleshoots, tests, and analyzes various telecommunications problems; coordinates with common carrier personnel to resolve problems.
- Installs, configures and tests teleprocessing devices.
- Designs and updates network schematic maps, terminal data files, network problems records and billing records.
- Programs and provides reports of terminals, cable, modem, and problem files.
- Coordinates various user problems with other divisions in the department; records histories of problems occurring with equipment and facilities.
- Troubleshoots and analyzes LAN/WAN devices including routers, hubs, file servers, print servers, printers and workstations attached to or communicating over telecommunication network.
- Troubleshoots and analyzes Dialup hardware and software.
- Resolves communication problems with both mainframe and PC hardware and operating systems.
- Trains and schedules work of subordinate technical staff; serves as technical advisor to same.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of data communications principles, hardware and software.
- Knowledge of characteristics of LANs/WANs, mainframe, and micro/mini computer equipment.
- Knowledge of computer operations and terminology.
- Ability to conduct tests, analyzes test results, detect and solve hardware/software errors.
- Ability to apply practical knowledge of electronic theory, carrier transmission methods and troubleshooting procedures.

NETWORK TECHNICIAN SUPERVISOR (continued)

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Knowledge, Skills, and Abilities (continued)

- Ability to plan, assign, supervise, and review the work of staff engaged in various telecommunications network responsibilities.
- Ability to establish and maintain effective relationships with network users, superiors, common carrier personnel, employees and other.

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Revised	EEOC Code	Overtime Code
11/15	Professionals	Classified/Excluded