Position: Network Technician	Position Number:
Department/Site: Information and Technology Resources	FLSA: Classified CSEA
Reports to: Director, dean, or other administrator in assigned area	Salary Range: 37

DESCRIPTION:

Under the direction of the VP of Information and Technology Resources or other assigned administrator, perform skilled and technical duties related to the help design, implement, maintenance, troubleshooting, analyze, and maintaining of networks and telecommunication for district. The purpose of the position is to address a broad range of networking projects that address critical organizational needs, such as networks, VoIP, telecommunication.

REPRESENTATIVE DUTIES:

Receive and prioritize service orders for network and telephone installations, moves, additions, changes and repairs. Verify the nature and validity of the request. Identify tools, equipment, and parts needed to complete the work order and contact users for installs, adds, moves, and changes when necessary.

Advise telephone system users of telephone features, procedures, functions, and services. Update phone software to support voice mail and phone display changes.

Conduct research for new and enhanced telecommunications and network equipment. Contact vendors for price, features, upgrades, warranties, and delivery. Initiate purchase orders for equipment, reviewing for compliance with established standards. Receive and verify invoices for telephone equipment, parts and accessories.

Provide updates to automated features in the District's telephone system such as messaging to denote closure, holiday, emergency, etc. Record voice messages that support automated functions.

Coordinate and participate in preparation and distribution of the in-house telephone directory. Review and update directory information with representatives from various departments. Maintain up-to-date telephones extension.

Assist in the design and implementation of LAN/WAN converged networks and network upgrades from cabling design to switching, routing, and wireless.

Configure, test, and maintain LAN/WAN, VoIP, wireless, software defined networks and related services. Create and maintain comprehensive documentation for all implemented networks.

Maintain and support LAN/WAN environment and ensure all network equipment has the latest security patches. Utilize various network monitoring tools to monitor the network and to respond

to network incidents.

Stay up to date with evolving industry standards for networking technologies, standards and practices.

Responsible for configuring electronic keyless doors/fobs/SIO boards, including: testing, troubleshooting, back-ups and maintaining system parameters such as time zones, new door additions, controller board resets, holidays, lock downs, custom door programming and key fob management.

Provide technical support and troubleshooting camera issues on the network.

Provide technical support in the installation, configuration, testing, monitoring and maintaining UPS.

Provide assistance to the Network Administrator relating to network switching, wireless access points and telecommunications.

Provide technical support for student and employee network, wireless, telephone, portal, camera, firewall and keyless door access to user-designated systems.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:
- Network design and practices (e.g. networks segmentation, layered defense strategies).
- Implementing and administrating network devices, setting and maintaining policies and rights within a network environment.
- Network cabling design standards.
- Network switching, network routing protocols, VPN, wireless access installation and problem resolution.
- Common network monitoring and utilities.
- General knowledge of OSI network model, Ethernet, and TCP/IP networking.

ABILITY TO:
- Install, test, and troubleshoot telecommunications devices on a timely basis.
- Respond to large volume of calls/inquiries and give instructions to users in a courteous, tactful manner. Communicate clearly and accurately under occasionally stressful conditions.
- Discuss technical information with users, discern their needs and provide solutions to meet those needs.
- Update skills on a regular basis to keep abreast of rapidly changing technology with willingness.
- Establish and maintain effective and cooperative working relationships with those contacted during the course of work.
- Prioritize and multitask to meet deadlines/timeframes.
- Learn new technologies and maintain industry knowledge.
- Ability to lift, carry and move all components of network equipment, peripherals, and

other ancillary equipment.
- Prioritize and multitask.
- Read and understand construction documents and drawings pertaining to telecommunications and structured cabling.
- Effectively communicate and interact with persons of diverse backgrounds and abilities.
- Establish and maintain effective and cooperative working relationships with those contacted during the course of work.
- Work independently and exercise good judgment.

EXPERIENCE AND EDUCATION:
Associate's degree or equivalent preferably in computer science, telecommunications, information technology or related field and three years of experience in network and telecommunication including troubleshooting and support.

WORKINGS CONDITIONS
ENVIORNMENT**:**
- Indoor and outdoor environment; driving a vehicle to conduct work; evening or variable work hours;
- Constant interruptions; walking throughout campus
- Computer lab environment. Indoor offices, classrooms, and conference rooms and halls; occasional outdoor work for special events.
- Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

PHYSICAL DEMANDS**:**
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.
- Lifting, carrying, pushing or pulling heavy objects.
- Dexterity of hands and fingers to operate a computer keyboard.
- Standing and sitting for extended periods of time.
- Reaching overhead, above the shoulders and horizontally.
- Bending at the waist, kneeling or crouching.
- Seeing to view a computer monitor.
- Dexterity of hands and fingers to operate a computer keyboard.
- Climbing.

HAZARDS:
Possible exposure to electrical hazards.