

MIS NETWORK TECHNICIAN

DEFINITION

Under general supervision, plans, coordinates, and performs activities related to the administration and installation of local area (LAN) and wide area (WAN) data communications networks and microcomputer server equipment; confers with the Network Administrator and provides support and training to MIS support staff; and performs related work as assigned.

CLASS CHARACTERISTICS

This is the second level of the computer technical support class series. Successful performance of the work requires advanced technical skills in addition to the ability to interpret and explain technical concepts to non-technical users. MIS Network Technician is distinguished from MIS Desktop Technician by the Network Technician's responsibility for maintenance and security of servers throughout the District, as compared to the Desktop Technician's more generalized technical support responsibilities involving physical installation, assembly, configuration and maintenance of the District's personal computer applications and functions.

EXAMPLES OF DUTIES

Provides technical support, training and daily work assistance to MIS Desktop Technicians.
Designs, installs and maintains the wide area network and local area networks, including servers, routers, switches and hubs.
Implements, maintains and manages network security; controls and monitors user access levels on various District networks.
Monitors network performance, solves wide area network and local area network problems.
Creates network policies and procedures.
Provides technical training and guidance to other District technology support personnel and users.
Accesses the Internet and other resources to obtain solutions to technical problems.
Assists with planning, design, research and acquisition of new or upgraded hardware and software systems.
Maintains current knowledge of hardware, software and network technology and makes recommendations on modifications and purchases of equipment and services.
May provide desktop support and travel to school sites in support of related duties.

QUALIFICATIONS

Knowledge of:

Principles and practices of hardware and software related to the establishment, maintenance and upgrade of internal networks, LANs and WANs.
A variety of software packages commonly used on personal computers for maintenance, network, email and Internet access.
LAN/WAN security concepts and practices.
Novell administration and associated hardware and software.
Microsoft, Macintosh and associated hardware and software.
Techniques for explaining technical concepts to non-technical users.

Skill in:

Installing and maintaining and upgrading computer and LAN and WAN hardware and software.
Providing support and training to MIS Desktop Technicians.
Organizing own work, setting priorities and meeting critical time deadlines.
Troubleshooting and analyzing situations accurately and adopting an effective course of action.
Identifying, analyzing and resolving customer/user problems as related to District LANs and WANs.
Interpreting and explaining technical concepts to non-technical users.
Analyzing, evaluating and making recommendations regarding the acquisition of software and hardware for use in District.
Using initiative and independent judgment within established guidelines and procedures.
Establishing and maintaining cooperative working relationships with those contacted in the course of work.

Education:

Equivalent to graduation from high school supplemented by post-secondary course work related to computer science, information technology and/or networking.

Experience:

Three years of experience in installing, maintaining and/or upgrading local area and/or wide area network hardware and software. PRIME main-frame computer experience is desirable.

License:

Must possess a valid California class C driver's license and have a satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting, use standard office equipment, including a computer, and to drive to various District sites; strength and stamina install and remove computer equipment and cables, including lifting and carrying objects weighing up to 40 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

N: 09/00

R: 02/03