POSITION DESCRIPTION

POSITION:	**NETWORK TECHNICIAN**	**CIVIL SERVICE:**	**YES**
DEPARTMENT:	**INFORMATION TECHNOLOGY**	**FLSA EXEMPT:**	**NO**
DIVISION:	**INFORMATION TECHNOLOGY**	**UNION:**	**N/A**
REPORTS TO:	**IT DIRECTOR**	**PAY GRADE:**	**N11**

FUNCTION:
Performs work under supervision to assist the staff with operation of information technology systems, resolve problems and correct errors related to these systems and other work as required.

SUPERVISES:
None

EQUIPMENT USED:
Standard office equipment and related computer network equipment.

PRINCIPAL DUTIES AND RESPONSIBILITIES:
- Provides support in system administration duties including the configuration, maintenance, and installation of Windows Active Directory Services, MS Exchange Server, antivirus software, patch management, network security, and other network related services
- Assists with network analysis and troubleshooting
- Helps in monitoring network performance/logs
- Assists with maintaining the City's wireless network
- Provides support in maintaining and updating network documentation
- Installs and configures Microsoft Windows Server and network hardware
- Provides workstation/software support, installation, troubleshooting and maintenance
- Responsible for configuring, imaging, deploying, and maintaining desktop computers and software applications
- Investigates and resolves problems with PCs as well as peripheral devices such as printers
- Provides staff computer hardware and software support
- Troubleshoots potential desktop security issues and explores options
- Installs and tests patches, security fixes, and service packs to Microsoft operating systems and applications
- Purchases new network hardware and software

ENTRY REQUIREMENTS AND SKILLS:
Graduation from a technical school, accredited college or university with a degree in the computer field, or a degree in a closely related field with three years work experience in supporting computer systems.

Council Approved: 03/05/18
Administrative Revision:

Knowledge of standard office procedures and equipment and ability to operate a computer, ability to understand and carry out oral and written instructions as well as departmental policies and routines; ability to establish and maintain effective working relationships with fellow workers, vendors and the public.

WORKING CONDITIONS:
- Works in office and non-office environments.
- Performs physical labor moving and installing computer equipment and networking components.
- Must keep regular and reliable attendance at work.

PHYSICAL REQUIREMENTS:
- Must be sighted.
- Must be able to hear a normal conversation.
- Must be able to speak clearly at normal rate of conversation.
- Must be able to lift computers, monitors, printers, and related computer components.