

**DESCRIPTION:** Under general supervision, performs a variety of technical network/system duties including the application of communication regulations and principles, the use of precision instruments and technical equipment, and the installation, diagnosis, and repair of network/system equipment, or serves as customer services support or communication systems installation coordinator; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first classification level of the network services class series for positions assigned to the State Network services section of the Office of the Chief Information Officer, ETC, or at other agencies that perform technical work on a statewide communications network. Positions in this class work at full performance and handle hardware, software, and related installation and deployment and provide technical assistance/guidance and customer service to others in and outside the Network Services division. Positions in this class are typically not expected to perform full-fledged supervisory duties.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

#### Network Support

- Provides day to day support for the operation and technical maintenance of a communication network/system. Seeks assistance from more senior technical staff, vendors, contractors, or others for unusual or complex problems as needed.
- Provides technical troubleshooting and diagnosis of network/system and equipment\*, facilities, and peripherals using specialized network system diagnostic equipment.\*\*
- Installs, repairs, modifies, and may calibrate electronic *network/system equipment\**.
- Programs features of *network/system equipment\**.
- Evaluates and tests used network/system equipment to determine if repairs are cost effective or surplus/disposal is warranted.
- Provides customer service to communication systems users.
- Completes work logs documenting services provided to customers. Returns work logs to supervisor for review, approval and billing purposes.

#### Procurement and Research

- Picks up, delivers and accepts delivery of vendor supplied *network/system equipment\**, materials, and supplies.
- Collects and records equipment inventory information, such as performing stock room inventories, agency site equipment inventories, communications equipment room inventories, cabling systems inventory.
- Evaluates new and existing network/system products.
- Attends in-service training programs and technical/professional workshops/conferences, reviews/researches technical journals/books/literature, and shares information with peers and other technical experts to learn/keep informed about modified procedures or techniques and new
- Advances in a field of study and to identify available best practices, technologies, methodologies, and equipment pertinent to work assigned.

## A07921 – STATE NETWORK TECHNICIAN (continued)

### Training

- Provides one-on-one assistance to customers on the use of hardware and software. May provide informal training or instruction to customer/user.
- Receives training as needed to perform duties of a higher level position.
- Provides assistance to end users in the operation of network/system hardware and software.

### Network System Implementation

- Reads and interprets network/system diagrams, verbal or written communications orders, building blueprints and floor plans, and technical specifications to perform the installation and diagnosis of *network/system equipment\**.

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*\*Network/System Equipment such as: Centrex, PBX, switches, routers, hubs, load balancers, firewalls, intrusion detection devices, base stations, towers, pagers, antenna systems, modems, CSU/DSU's, cellular phones, wireless communication devices/services, video conferencing, cabling systems, closed circuit television, SMDR units, power supplies (battery backup units – UPS's) ACD, UCD, CTI, call accounting systems, call center systems, voice mail systems, voice processing system, and related communication network and computer hardware/software; and other equipment and tools such as vehicles/vans, soldering tools, hammer drills, tape measures, screwdrivers, pliers, crimpers.*

*\*\*Network/System Diagnostic Equipment such as: network assessment and encryption software, computer terminal, optical time domain reflectometer, microtest ring scanner, sumitomo fusion splicer, network devices link tester, panduit label maker, telephone test set, tone generators, levels punch down tool, tone tracers, installer's analog and digital test sets, volt/OHM meters, protocol analyzers, bit error rate testers.*

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: basic network/system and electronics equipment; instruments, devices, and tools used in the repair of network/system and electronics equipment, customer service techniques

Ability to: perform physical tasks of installing network/system equipment including ability to: hear, climb, squat, bend, reach, twist, grasp, push, pull, kneel, lift hand over head, stand for periods of time, walk distances; install, diagnose, and repair network/system equipment; calculate solutions to mathematical problems; communicate verbally and in writing with coworkers; interact with others.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Technical training in network/system or electronic equipment usage and repair or related discipline of study OR work experience related to using, maintaining, and repairing communication/electronic equipment.

### **SPECIAL NOTES:**

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).