

### **Network Technician**

**DISTINGUISHING FEATURES OF THE CLASS:** The personnel assigned to this class are responsible for installation of personal computers, workstation devices, related network hardware, and software. Additionally, their responsibilities include the administration of communication equipment, such as the Water Board's telephone system and for assisting in the development of network configurations along with troubleshooting network hardware and software problems. Although general supervision is received from the Lead Systems Engineer, the Network Technician performs related work as required and much work may be completed without any direct supervision, therefore the incumbent must be self-motivated.

### **TYPICAL WORK ACTIVITIES:**

Installs and configures personal computers and/or workstation devices;  
Installs related network hardware;  
Troubleshoots network problems;  
Troubleshoots and corrects equipment and software-related problems;  
Performs telephone Help-Desk support;  
Troubleshoots telephone and telephone system problems;

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of current technology involved in local and wide area networking and, telephone systems, personal computers and their operating systems; ability to following directions and work with minimum supervision; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS: EITHER**

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science and one (1) year of paid full-time work experience in computer data processing activities such as networking, operations or programming;

**OR**

- (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of paid full-time work experience as defined in (A).

### **NOTE:**

High school graduation is required; additional experience beyond two (2) years cannot be substituted for high school graduation. One (1) year of experience is required; additional education beyond an Associate's degree cannot be substituted for the one (1) year experience.