



Network Technician, Senior

Category: Classified
Pay Grade: C26
Job Code: 14130

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs specialized technical work that requires advanced knowledge of communication theory and principles; analyzes and troubleshoots a complex multi-platform, multi-vendor telecommunication network; analyzes communication requirements, installs complex devices, and troubleshoots major problems, on a diversified telecommunication network which includes analog and digital transmission media, Local Area Networks (LAN), Wide Area Networks (WAN) dialup, and mainframe systems.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Installs, configures, and tests telecommunication devices;
- Designs and maintains 911 consoles and server infrastructure;
- May assist in recovery for operating system software or telecommunications failures of any type;
- May maintain contact with hardware vendors to coordinate complex problem determination;
- Troubleshoots and analyzes telecommunication problems and digital devices;
- Coordinates installation procedures and requirements with common carrier and County service providers, involved in site connectivity installations;
- Updates network diagrams, schematics, and maps and database entries for network devices and components;
- Responds to customer's technical questions, and/or refers more difficult questions to Network Technician Supervisor or other appropriate sources;
- Provides customer training on an as needed basis;
- Implements and maintains a disaster recovery hot site for failure of 911 services in the event of major outage;
- Troubleshoots and analyzes problems on a diversified telecommunication network which includes analog and digital transmission media, Local Area Networks (LAN), Wide Area Networks (WAN) dialup, and mainframe systems and works with routers, hubs, file servers, print servers, printers, workstations, digital systems on the telecommunication network, dialup hardware, and software;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Two (2) years of work experience in support to network IT, MIS; or an Associate's degree or technical school training directly related to IT network maintenance, repair, and servicing of telecommunications in a major multi-platform LAN/WAN network environment; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.

- Candidate may be required to actually demonstrate or be formally certified in one or more specific IT functions.
- Employee to obtain and maintain a Florida Department of Law Enforcement (FDLE), Criminal Justice Information Services (CJIS) Level 1 - Security & Awareness Certification within six (6) months of appointment.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of principles and procedures of communication operating systems, capabilities, characteristics, and limitations of LAN, WAN, micro/minicomputer systems, hardware and software, and mainframe computers;
- Knowledge of data communications methods and techniques relevant to hardware and software;
- Knowledge of methods and techniques relevant to computer operation, terminology, and programming;
- Knowledge of and skill in applying troubleshooting procedures;
- Skill in analyzing, resolving, and determining appropriate courses of action in order to resolve network and/or end user network issues;
- Skill in communicating and resolving end user computer network problems;
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and communicate data;
- Ability to understand and follow oral, written, and electronic instructions;
- Ability to detect, test, analyze results, and take corrective measures on hardware and software incompatibilities or errors;
- Ability to establish and maintain effective working relationships with customers, superiors, fellow employees, and others;
- Ability to oversee telecommunication systems, computer hardware or network systems, and complex software or management systems.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Balancing: Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- Crawling: Moving about on hands and knees or hands and feet.
- Crouching: Bending the body downward and forward by bending leg and spine.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.

- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in an environment where errors can lead to significant physical or mental consequences for self or others.