



Network Technician Supervisor

Category: Classified/Excluded
Pay Grade: C29
Job Code: 14140

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

This is highly advanced analytical and technical work maintaining and supervising a complex telecommunications network. This position is expected to serve as a supervisor over subordinate technical and clerical staff. An employee in this classification is required to exercise considerable independent judgment, initiative and technical knowledge in monitoring, troubleshooting, testing, analyzing and resolving telecommunications network related problems. The position reports to a senior department manager or designee.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Plans, assigns, directs, supervises, and reviews the work of subordinate technical and clerical staff;
- Supervises, troubleshoots, tests, and analyzes various telecommunications problems; coordinates with common carrier personnel to resolve problems;
- Installs, configures and tests teleprocessing devices;
- Designs and updates network schematic maps, terminal data files, network problems records and billing records;
- Programs and provides reports of terminals, cable, modem, and problem files;
- Coordinates various user problems with other divisions in the department; records histories of problems occurring with equipment and facilities;
- Troubleshoots and analyzes LAN/WAN devices including routers, hubs, file servers, print servers, printers and workstations attached to or communicating over telecommunication network;
- Troubleshoots and analyzes dialup hardware and software;
- Resolves communication problems with both mainframe and PC hardware and operating systems;
- Provides leadership that fosters commitment, team spirit, pride and trust through coaching, mentoring, recognizing, and guiding employees to achieve results through others;
- Trains and schedules work of subordinate technical staff; serves as technical advisor to same;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Five (5) years advanced technical experience in IT, MIS, or in network maintenance, repair and servicing of telecommunications in a major multi-platform LAN/WAN network environment which has included one (1) year of supervisory training or responsibility; or Associate's degree or two (2) year technical school degree in IT, MIS, computer science, engineering, and application development plus three (3) years of experience as described above which includes one (1) year of supervisory training or responsibility; or Bachelor's degree in field as described and one (1) year of experience as described above; 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.
- Other highly desirable knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of data communications principles, hardware and software;
- Knowledge of characteristics of LANs/WANs, mainframe, and micro/mini computer equipment;
- Knowledge of computer operations and terminology;
- Ability to conduct tests, analyzes test results, detect and solve hardware/software errors;
- Ability to apply practical knowledge of electronic theory, carrier transmission methods and troubleshooting procedures;
- Ability to plan, assign, supervise, and review the work of staff engaged in various telecommunications network responsibilities; and
- Ability to establish and maintain effective relationships with network users, superiors, common carrier personnel, employees and other.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. 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.
- **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.
- **Hearing:** Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- **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.
- **Mental acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **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.
- **Repetitive motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Speaking:** Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- **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.
- **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.

- Visual acuity: Have close visual acuity such as color differentiation, depth perception, and adequate field vision.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is typically performed in a dynamic environment that requires sensitivity to changing goals, priorities, and needs.