

City of San José
CLASS SPECIFICATION

Title: Network Technician I/II/III FT (1323/1324/1326)
Network Technician I/II/III PT (1321/1325/1327)
Network Technician I/II/III C FT (8550/8551/8553)
Network Technician I/II/III C PT (8557/8552/8554)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Non-exempt

CLASS SUMMARY

Under immediate (Network Technician I) or general (Network Technician II and III) supervision, performs a diverse range of technical support tasks for desktop computers and associated peripherals, networks, and servers. Troubleshoots desktop, laptop, printer configuration and network connectivity issues, and resolves or refers to higher level team members. Installs desktop software, upgrades and end-user applications. Performs employee account setup for computers, laptops, tablets, and phones. Performs other related work as required.

DISTINGUISHING CHARACTERISTICS

The Network Technician I/II/III is the flexibly staffed journey class in the Network Technician series, described as follows:

Network Technician I - This is the first level class in the Network Technician classification series responsible for providing technical support to the City's network, communication system and desktop operations and/or programs. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the Network Technician II level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

Network Technician II - This is the second level class in the Network Technician classification series responsible for providing technical support to the City's network, communication system and desktop operations and/or programs. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Network Technician III - This is the third level class in the Network Technician classification series responsible for performing the full range of technical support duties for the City's network, communication system and desktop operations and/or programs. Incumbents are expected to work independently and exercise judgment and initiative. Assignments are given with general guidelines and work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

The Network Technician class series differs from the Network Engineer in that incumbents of the latter class perform work requiring a higher level of skill, technical certification, responsibility and expertise, and resolve complex issues related to server administration and other enterprise infrastructure such as local and wide area networks, information security or systems performance. Network Engineers may also supervise the work of Network Technicians. This class differs from the Systems Application Programmer series in that the latter series performs programming work on an ongoing basis.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

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Minimum Qualifications

Education and Experience

Network Technician I

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND six (6) months of college-level coursework equivalent to 15 semester/22 quarter units or vocational training or technology technician apprenticeship, both covering computer-related work such as computer repair, technical troubleshooting, application support, or other related duties.

Network Technician II

One (1) year of college-level coursework equivalent to 30 semester/45 quarter units or vocational training or technology technician apprenticeship AND one (1) year of experience, both covering computer-related work such as computer repair, technical troubleshooting, application support, or other related duties.

Network Technician III

Two (2) years of college-level coursework equivalent to 60 semester/90 quarter units or vocational training or technology technician apprenticeship AND two (2) years of experience, both covering computer-related work such as computer repair, technical troubleshooting, application support, or other related duties.

Acceptable Substitution

Additional qualifying experience may substitute for the college-level education requirement on a year-for-year basis.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of a valid State of California driver's license.
- **Network Technician II:** Possess a valid CompTIA A+ certificate, or equivalent professional, industry recognized certification acceptable to the City.
- **Network Technician III:** Possess a valid CompTIA A+ certification AND valid Microsoft Specialist certification or an equivalent professional, industry recognized certification acceptable to the City.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.

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- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Analytical Thinking – Approaching a problem or situation by using a logical, systematic, sequential approach.
- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Multi-Tasking – Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
- Problem Solving - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Performs a variety of end user support duties; provides live answer response to telephone, e-mail and in-person end user Tier One Technical support; troubleshoots desktop, laptop, printer configuration and network connectivity issues; identifies, diagnoses, and resolves or escalates issues to appropriate technical teams as necessary.	Daily/Several Times
2.	Installs desktop software, upgrades and end-user applications; configures desktop/laptop operating systems, software, network printers, and print queues; installs print drivers; images, tests, delivers, and installs equipment such as computers, laptops and/or peripherals to end users and other City locations; deploys and updates anti-virus software and virus definition for clients and servers; facilitates training in software use.	Daily/Several Times
3.	Provides client and server operating system support for desktop and server environments by resolving issues that are usually clearly documented in the technical reference material or on the support website; creates procedural documentation for routine tasks.	Daily/Several Times
4.	Makes computer accessible to the network by resolving routine desktop connectivity problems; creates new user accounts or mailboxes and resolves problems with existing accounts; adds, deletes and modifies permissions to network share folders for users.	Daily/Several Times
5.	Monitors system performance, based on documented criteria, for availability and capacity.	Daily
6.	Resolves a variety of problems with servers such as lack of storage space, communication problems with switches, security problems and other critical server issues; coordinates resolution of problems.	Daily

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7.	Performs scheduled backups on servers; maintains the tape rotation order and backup schedule.	Weekly
8.	May install and set up server hardware, software and network cards; hardware installation may include creating drive arrays, installing devices, setting up data recovery systems; software and network installation may include installing operating systems and databases, or configuring domain server names and relevant protocols.	Weekly
9.	Provides technical support to routine network and server installations; troubleshoots intermediate and advanced problems; may work with multiple teams to resolve network or communication issues.	Weekly
10.	Assists supervisor in various tasks such as setting up racks, stack servers, and network equipment, and in updating firmware and installing software.	Intermittent
11.	Performs other related duties as assigned.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY Created 11/96, Rev. 6/97, Rev. 11/97, Rev. 6/06, Rev. & Ret. 12/15, Rev. 08/18; s004