

**Mayor and Council
Town Of Middletown
19 W. Green Street, Middletown, DE 19709
(302) 378-2711 FAX (302) 378-1167**

Job Title: IT NETWORK TECHNICIAN III

Department: General Administration

Reports To: IT Manager/Town Manager/Chief of Police

FLSA Status: Non-Exempt

The IT NETWORK TECHNICIAN job class consists of levels I-IV, with individual job descriptions and compensation for each level.

Summary:

NETWORK TECHNICIAN III is an advanced level of telecommunications technicians. This level performs complex technical support and/or systems administration for the Town in support of mid-range or most complex local area network (LAN) and wide area network (WAN) independently.

NETWORK TECHNICIAN III work emphasizes planning, designing and implementing multi-layer and/or multi-year redesigns of the network. Supports all aspects involved in the administration of a LAN network and telecommunications (data/voice/video/image) systems, end user assistance through help desk customer services, and technical systems maintenance through diagnostics and repair. Research and development of all aspects of LAN networks for mid-range and large, complex data networks utilizing multiple information and telecommunications technologies for the integration of business applications, database management, client/server computing and data network infrastructure with leading edge technologies. This is a rapidly evolving technology-driven area requiring the vision to integrate current and emerging technologies to meet business needs in cost-effective ways. Supports all aspects of a LAN (hardware and software) and telecommunication systems for voice/video/images as a systems administrator.

Essential Duties and Responsibilities:

Essential functions are fundamental, core functions common to all NETWORK TECHNICIAN positions and are not intended to be an exhaustive list of all job duties for any level in this position. NETWORK TECHNICIANS at each level have descriptive/non-restrictive duties, but can perform similar job duties not specifically listed here.

- Configures, installs, tests, troubleshoots, repairs and monitors operation of LAN hardware/software including desktop computers, data/voice/video communication systems, peripheral devices, and wiring and cabling to ensure connectivity and functionality.
- Identifies and resolves network and telecommunication system malfunctions including connectivity and functionality for mainframe and remote access and other connections/interfaces; start/restart network after disruptions or failures using computer diagnostic tools and software; run system backups; resolves desktop computer problems.
- Functions as a customer service technician, providing help desk support monitoring, trouble shooting and diagnostics and problem resolution associated with minicomputer, microcomputer or mainframe computer based systems, LAN, and multi-line telephone systems.
- Performs network systems administration to include, but not limited to: addition/deletion of users and hardware/software, defining access rights, implementing and ensuring compliance with

security procedures and policies, purchasing hardware/software through state contracts, planning and implementing desktop computer migration and maintaining inventory control systems.

Advises and trains users on the operation and capabilities of hardware and application software.

- Plans schedules, installs and tests software updates and hardware upgrades; conducts needs analysis of equipment, software, network security, budget, disaster recovery concerns training and equipment resources to plan and recommend network changes in ways that meet goals. Coordinates network expansion with technical staff, consultants, or vendors.
- Functions as a network systems technician for installing, testing, configuring, troubleshooting and repairing data/voice/video/imaging communication systems and associated wiring, peripheral devices and end devices, (printers, interface cards, etc.) and infrastructure components (switches/hubs, servers and modems).
- Provides systems administration independently e.g., evaluates system performance, troubleshoots network operating systems; coordinates installation or actually installs hardware/software and conducts tests to assure system is operating properly. Coordinates with multiple vendors to resolve issues. Independently provides systems technician services e.g., provides troubleshooting, diagnoses and repairs to include performing some nonstandard device configurations. Installs, monitors, and maintains network and telecommunications devices such as hubs, switches, servers, routers, basic cabling and other basic infrastructure components.
- Provides systems technician services e.g., complex troubleshooting, diagnostics and repairs independently including performing nonstandard device configurations.
- Provides basic network design for new networks, redesign of networks, and upgrades to networks such as location for switches, hubs, cable runs and other network devices and builds the network in ways that make it operational.
- Develops physical database and data warehouse/data mart designs and ensures appropriate modifications to databases; establishes databases; creates primary database storage structures (tablespaces/files, views and indices) based on estimated storage requirements. Modifies physical database objects/structures to reflect changes to the data model.
- Provides senior level Help Desk support resolving the most complex data network infrastructure malfunctions.
- Guidelines exist for most situations in the form of standard operating procedures and policies, protocols or techniques, hardware and software manuals, copyrights, and standards/instructions. Interpretation of guidelines involves choosing from alternatives with more than one technically valid solution but one is better than the alternatives depending on the circumstances of the situation.
- Contacts are for the purpose of exchanging or collecting information, explain operating procedures, gathering facts, or describing problems to higher level skilled repair technicians and instructing users on the steps to follow to correct a problem with the operation of equipment.
- Assists with maintaining functionality of the network performing routine set up and configuration of PC's and network dependent devices, installs hardware and software in conjunction with other NETWORK TECHNICIANS. Provides technical assistance and training for other NETWORK TECHNICIANS as needed.
- Keeps current on new developments and techniques in data storage and data base management. Identifies and evaluates the use of new and emerging tools, methods and technologies to improve database management and data storage. Establishes and maintains contact with vendors and recommends database software and services.
- Coordinates and ensures database management systems interface with other information technology for sharing data. Meets with staff to determine database requirements.
- Establishes backup and recovery procedures to minimize data loss and system downtime.
- Monitors and troubleshoots databases for potential or existing performance or security problems, capacity requirements and makes modifications/adjustments to ensure availability of data.

- Installs, monitors, diagnoses and debugs system software. Plans for projected software requirements and increased computer capacity relating to database requirements. Prepares plans for feasibility of conversion to database management systems from existing file structures.
- Maintains regular contacts with internal agency staff and with other outside the supervisory chain, regardless of the method of communication, for the purpose of coordinating and gathering information.

Knowledge, Skills and Abilities:

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSAs listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of the methods and techniques for installing, testing, configuring, troubleshooting and repairing data/voice/video/imaging communication systems and associated wiring, network dependent devices and network infrastructure components.
- Knowledge of the methods and techniques for performing diagnostics and problem resolution associated with computer based systems and local area networks or wide area networks.
- Knowledge of the methods and techniques of voice/video/imaging systems administration and data network administration.
- Ability to communicate effectively.
- Ability to use sound judgment and reach logical conclusions.
- Ability to identify and analyze problems/needs/issues, assess their impact and make recommendations.
- Ability to provide guidance and direction to a variety of people pertaining to applicable laws, rules, regulations, policies and procedures.
- Ability to establish and maintain effective working relationships with a variety of people.
- Handles difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for assistance; meets commitments.
- Focuses on solving conflict, maintains confidentiality. Keeps emotions under control; remains open to others' ideas and tries new things.
- Treats people with respect; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Follows policies and procedures; completes tasks on time; supports organization's goals and values. Benefits organization through outside activities; supports affirmative action and respects diversity.
- Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles. Measures self against standard of excellence; takes calculated risks to accomplish goals.
- Observes safety and security procedures; determines appropriate action beyond guidelines. Reports potentially unsafe conditions; uses equipment and materials properly.
- Is consistently at work and on time; ensures work responsibilities are covered when absent. Arrives at meetings and appointments on time.
- Follows instructions, responds to management direction; takes responsibility for own actions. Commits to long hours of work when necessary to reach goals.
- Displays original thinking and creativity; meets challenges with resourcefulness. Generates suggestions for improving work; develops innovative approaches and ideas and presents ideas and information in a manner that gets others' attention.

Job Requirements:

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

- Knowledge of administering computer data networks which includes troubleshooting, diagnosing and resolving hardware and software problems.
- Knowledge of installing, testing, and configuring computer data networks including associated wiring, network dependent devices and infrastructure components. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and or Experience:

- Graduation from an accredited two-year college or university with a degree in a related discipline.
- Four (4) or more years of progressively responsible related experience; or any equivalent combination of education experience, and training that provides the required knowledge, skills, and abilities sufficient to successfully perform the duties of the a NETWORK TECHNICIAN III.
- Experience in computer security administration
- Experience in the techniques for testing and trouble-shooting hardware, software and user problems.
- In-depth knowledge of the Town’s network and telecommunications platform, policies and procedures; able to implement ideas; works independently.
- At least two evaluations as a NETWORK TECHNICIAN II with a minimum rating of “Meets Expectations”.
- Ability to train, mentor and assist other NETWORK TECHNICIANS assisting department manager with some administrative duties; as assigned.

Language Skills:

- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Effectively present information and respond to questions from groups of managers, co-workers, vendors, and the general public maintain cooperative working relationships.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel.
- The employee is frequently required to talk or hear.
- The employee is frequently required to stoop, kneel, crouch, or crawl.
- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 75 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters

while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually quiet.
- Occasionally, the noise level in the work environment can be moderate for intermittent periods of time.

Signature

Date

Printed Name

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