PALOMAR COLLEGE

Classification Title: Network/Systems Technician

Department:	Network and Technical Services	**EEO6 Code:**	3
Employee Group:	Classified	**Salary Grade:**	31
Supervision Received From:	An Assigned Information Services Manager, Network and Technical Services	**Date of Origin:**	9/2016
Supervision Given:	General Supervision	**Last Revision:**	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Performs a wide variety of technical functions including installing and configuring multi-platform network client devices and peripheral equipment; may be assigned specific applications, network administrator functions or provide technical support to specific platforms or programs that require ongoing training and/or certification.

DISTINGUISHING CHARACTERISTICS.

The Network/Systems Technician is distinguished from the Senior Network/Systems Technician by the former's responsibility for performing a wide variety of technical functions involving multi-platform network client devices and may be assigned responsibility for a specific application, platform or program. The Senior Network/Systems Technician is assigned responsibility for additional complex functions such as enterprise Active Directory, enterprise software deployment, script writing, Structured Query Language (SQL) databases, imaging systems and security administration. Incumbents function as the in-charge technician during evening hours for all District locations. Senior positions may also be assigned to lead in major deployment, upgrade or other system-wide projects.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Installs and configures multi-platform network client and non-client devices and peripheral equipment including computers, printers, scanners, digital cameras and audio/video equipment; installs, sets up, relocates, configures, customizes, troubleshoots, repairs, maintains, recycles and supports PC and Mac hardware, software and peripherals; installs hardware and software; creates and deploys images for computer labs and develops scripts to automate processes; installs, tests and configures applications and new software functionalities to applicable servers and platforms.

2. Troubleshoots network, computer equipment and software problems including software applications, video, databases, audio-visual and printing systems; performs minor maintenance and software modifications; installs networking components including cabling, hubs, switches and network interface cards following standard procedures; maintains software and hardware registration and inventory to provide upgrades as necessary and ensure appropriate security levels are maintained.

3. Trains users in the proper use of network client devices and peripherals, software applications, database applications, web applications and various educational applications.

4. Maintains mobile devices, servers, open directory with integration to active directory and profile manager; maintains printer services, security and printer firmware and drivers; delivers and supports appropriate customized configurations to faculty, staff and students; may provide price quotes with appropriate Apple hardware configurations.

5. Supports network using Remote Desktop, WebEx and Parallels Desktop for Mac to create virtual desktops to Windows environments on Apple hardware; supports audio-visual systems including troubleshooting Extron Electronic switches, projectors, document cameras and touch-screen televisions used in classrooms and conference rooms.

6. May serve as GIS (Geographic Information Systems) technician and maintain virtual servers running GIS programs; supports applicable databases needed for GIS classes; supports infrastructure, training, development and public web service needs for the District's GIS program following established policies, procedures and using appropriate product tools.

7. May be assigned to the Escondido Center and provide technical support for multiple audio-visual systems, computer labs and/or the Mount Carmel Center for all center faculty and staff.

8. Performs assigned active directory responsibilities; creates and maintains users, groups and organizational units; creates, configures and implements group policy objects; writes code and scripts.

9. Oversees and supports assigned student labs.

Marginal Functions:

1. Maintains up-to-date technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks and participating in professional associations.

2. Attends various meetings and participates on committees as required.

3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of progressively responsible experience in performing support duties for computer systems and networks in an information systems operating environment.

Education/Training: Equivalent to a bachelor's degree from an accredited college or university in computer science, information systems or a related field, or relevant industry certification.

Licenses/Certificates:

Possession of, or ability to obtain, an appropriate, valid California driver's license by time of appointment.

Knowledge of:

1. Operating system architecture, characteristics, commands and components applicable to computer platforms found in higher education.

2. Principles, practices and methods of systems and network administration and maintenance, including procedures for establishing network connectivity.

3. Network architecture and basic theory and principles of network design.

4. Basic principles and practices of systems analysis and design.

5. Methods, practices and techniques for troubleshooting and determining the causes of system, computer and personal computer (PC) hardware problems and device errors and failures.

6. Cable and wiring standards.

7. Desktop and portable computers, including hardware and software installation, operation and maintenance.

8. Standard business support software, including word processing, spreadsheet, presentation, graphics and database programs.

9. Federal, state and local laws, codes and regulations pertaining to the use of computer hardware and software.

10. Internet/intranet technologies and techniques and network email systems.

Skill in:

1. Troubleshooting, diagnosing and resolving computer and PC hardware and software problems and failures of varying levels of difficulty efficiently and effectively.

2. Installing and configuring PCs, peripheral equipment, devices and other technology tools.

3. Troubleshooting routine to moderately difficult system, hardware, software and network connectivity problems and making or recommending modifications.

4. Planning, organizing and completing tasks efficiently and in accordance with established quality standards.

5. Reading, understanding and interpreting technical manuals, documentation, schematics, blueprints and other materials applicable to the work.

6. Preparing clear, concise and accurate program documentation, reports of work performed and other written materials.

7. Understanding and following written and oral instructions.

8. Making sound, independent judgment within established guidelines.

9. Communicating clearly and effectively, both orally and in writing.

10. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

11. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet. The employee frequently performs work in customers' offices and other locations where the noise level is normally quiet. Some work is performed in confined spaces and on ladders or near moving mechanical equipment; may be exposed to airborne dust and particles and the risk of electrical shock.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods; use hands to repetitively finger, handle and feel computers, hand tools, peripherals and standard business equipment; move or lift up to 50 pounds; near visual acuity, color vision and depth perception. Requires operation of District vehicles.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.