



Classification Title: Senior Network/Systems Technician

Department:	Network and Technical Services	EEO6 Code:	3
Employee Group:	Classified	Salary Grade:	35
Supervision Received From:	An Assigned Information Services Manager, Network and Technical Services	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	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 complex technical functions including installing and configuring multi-platform network client devices and peripheral equipment including enterprise software deployment, script writing, Structured Query Language (SQL) databases, imaging systems, security monitoring systems and the enterprise Active Directory; may be assigned evening schedules with responsibility for ensuring classroom and staff connectivity for all District locations or for performing complex server administration duties; may function as lead on systems/network projects.

DISTINGUISHING CHARACTERISTICS.

The Senior Network/Systems Technician is distinguished from the Network/Systems Technician by the former's responsibility for performing a wide variety of complex technical functions involving multi-platform network client devices as well as responsibility for enterprise-wide functions such as software deployment, script writing, SQL databases, imaging, security servers and the enterprise Active Directory. Senior Network/Systems Technicians also function as the in-charge technician for all District locations during evening hours and may function as leads in major deployment, upgrades or other system-wide projects. Network/Systems Technicians perform a wide variety of technical functions involving multi-platform network client devices and may be assigned responsibility for a specific application, platform or program.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Provides support, administers and maintains assigned networks, servers, computers and operating system platforms; plans, builds, installs, configures, maintains and repairs a variety of servers, routers, switches, wireless access points, computer lab and staff workstations and other devices; installs, sets up or relocates, configures, repairs and supports personal computer (PC) hardware and software and peripherals; installs software and software upgrades and configures synchronization; plans server hardware upgrades; installs, tests and configures applications and new software functionalities to applicable servers and platforms; supports District and departmental software applications; administers user accounts, including network security, user profiles and user/group access and rights; works with vendors to resolve hardware and software issues.
2. Receives, documents, troubleshoots, diagnoses and resolves the more difficult third-level hardware, software and network connectivity problems to minimize system downtime, including performance degradation, problems in inter-

actions between hardware, software and network operating systems and hardware/disk failures; configures, maintains and troubleshoots servers, workstations, laptops, printers and other peripheral equipment and hardware.

3. Manages and supports various enterprise application servers; monitors local area network/wide area network (LAN/WAN) operations using state-of-the-art utilities including data scopes, sniffers and programmable protocol analyzers; programs and supports audio-visual equipment, switches and projectors.
4. Manages the enterprise Active Directory infrastructure and supports multi-domain directory infrastructure platform; creates user/computer group management policies in Active Directory for all desktops and portable computers used by students, faculty and staff; writes scripts for automation; administers standards for enterprise network Active Directory services, utilizing user and computer policies.
5. Functions as on-call technician from 5:00 p.m. to 10:00 p.m., providing technical support to District students, faculty and staff at various District locations to prevent disruptions to classrooms and computer labs; functions as liaison between Network and Technical Services and the Network and Data Center unit of Information Services for projects that must be executed after hours.
6. Meets with faculty and staff to determine classroom system needs; supports academic computer labs with installation and maintenance standards for network computers, peripherals and educational software applications including specialized systems to meet Americans with Disabilities Act requirements.
7. Operates a variety of diagnostic test equipment; writes/codes computer programs for the automation of new applications or procedures; develops plans and standardized methods for installation and configuration of software on user accounts, individual computers and the network.
8. Creates and maintains complex computer configurations and computer disk images for mass workstation deployment based on various requirements; creates and installs computer images for academic labs.
9. Maintains software and hardware registration and inventory to provide upgrades as necessary and ensure appropriate security levels are maintained; assists with planning and coordinating computer hardware and software rollouts.
10. Researches, pilots and implements new technologies to improve management of personal computers.
11. Assists with development of disaster planning and recovery procedures; assists with network infrastructure needs for distance learning technologies such as web-based online classes and video/audio streaming; assists with testing of software compatibility with network infrastructure prior to release.
12. Assists with the maintenance and monitoring of network security.
13. May function as lead on enterprise systems/network projects.

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: Five years of progressively responsible experience in computer systems and performing support duties for 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. Principles, practices and methods of systems and network administration and maintenance, including procedures for establishing network connectivity.
2. Operating system architecture, characteristics, commands and components applicable to computer platforms within an academic environment.
3. Network architecture and basic theory and principles of network design.
4. Principles and practices of systems analysis and design.
5. Advanced methods, practices and techniques for troubleshooting and determining the causes of system, software, audio-visual and computer hardware problems and device errors and failures.
6. Cable and wiring standards.
7. Microsoft Active Directory and the implementation of policies.
8. Imaging systems including Norton Ghost software.
9. Cisco switches, wireless networks and Voice Over Internet Protocol (VoIP).
10. Extron equipment for audio-visual systems.
11. Desktop and portable computers and tablets including hardware and software installation, operation and maintenance.
12. Client and server operating systems for both Macs and PCs.
13. Standard business support software, including word processing, spreadsheet, presentation, graphics and database programs.
14. Methods and techniques for monitoring baseline performances.
15. Federal, state and local laws, codes and regulations pertaining to the use of computer hardware and software.
16. Disaster planning and recovery techniques.
17. Internet/intranet technologies and techniques and network email systems.
18. Project management methods, tools and techniques.

Skill in:

1. Organizing, setting priorities and exercising sound, independent judgment within area of assigned responsibility.
2. Managing an enterprise Active Directory.
3. Managing anti-virus servers and deploying updates and security policies.
4. Managing a high-volume work-ticket system.
5. Reading, interpreting and applying complex technical concepts in publications, manuals and other documents.
6. Troubleshooting, diagnosing and resolving complex and ambiguous computer software and network connectivity problems and failures and making or recommending modifications.

7. Configuring, maintaining, managing and tuning complex operating and network systems to achieve optimal technical performance and user support.
8. Working with various vendor and contractor support groups.
9. Understanding and applying the analysis of functional requirements to the development of proposals, specifications and recommendations for efficient, cost-effective systems and technology solutions.
10. Working independently in the absence of supervision to provide technical support to on-site and off-site locations.
11. Preparing clear, concise and accurate system documentation, reports and other written materials.
12. Communicating clearly and effectively, both orally and in writing.
13. 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.
14. Exercising tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
15. 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.