



## JOB DESCRIPTION

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**JOB TITLE:** Computer Network Technician II

**JOB CODE:** 1640

**DEPARTMENT:** Technology Services/Information Technology

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Computer Network Technician Lead

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### SUMMARY OF JOB PURPOSE

Under the general direction of the Computer Network Technician Lead, installs repairs and supports County computers, and provides technical support functions for computer users; monitors network, troubleshoots problems and provides system maintenance services.

### ESSENTIAL FUNCTIONS

1. Provides advanced technical support, training and assistance to staff in County departments on existing personal computer hardware and software applications; analyzes problems and implements solutions according to Department procedures; instructs users in the use of equipment, software, and manuals.
2. Responds to calls for assistance; performs computer trouble-shooting to diagnose operating problems; analyzes personal computer and peripherals' functionality; identifies, locates, resolves and repairs problems within scope of authority; documents call records and results.
3. Monitors network environment; resolves configuration and connectivity issues, and other traffic, security and access problems.
4. Monitors, repairs and maintains network infrastructure components; trouble-shoots network to diagnose system problems; identifies, locates, resolves and repairs problems within scope of authority. Installs, configures, and maintains networking equipment including firewalls, routers, switches, hubs, and WAN connectivity devices. Ensures network integrity and security are maintained.
5. Installs, configures, and maintains networking equipment including firewalls, routers, switches, hubs, and WAN connectivity devices. Ensures network integrity and security are maintained.
6. Installs and configures software upgrades, file sharing and domain security protocols.
7. Maintains accurate reports of malfunctions; provides referrals to supervisor when problems occur which are beyond the proficiency of the Technician; tracks the problem until it has been resolved.
8. Maintains and updates computer systems; installs software upgrades, enhancements and revised functions; documents work performed.
9. Detects and corrects hardware and software errors; provides solutions to correct errors.

### QUALIFICATIONS

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This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities, and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE**

High School Diploma, or equivalent, and four (4) years of computer systems experience involving technical support and network administration; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities. Associates Degree in Information Systems is preferred.

#### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents; respond to common inquiries or complaints from clients, regulatory agencies, or members of the business community; effectively present information to top management, public groups, and/or employees.

#### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume; ability to apply concepts of basic algebra and geometry.

#### **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions; interpret an extensive variety of technical instructions in mathematical or diagram form; deal with several abstract and concrete variables.

#### **OTHER KNOWLEDGE, SKILLS, & ABILITIES**

Knowledge of networked computer system environments and peripheral device capabilities; network system access and security guidelines and procedures; network applications, network monitoring applications, operating systems, and other software applications unique to the County; hardware and software troubleshooting techniques; County policies and procedures.

Ability to use network monitoring tools to establish baselines and determine problems or issues on the network. Ability to use basic tools, equipment and procedures for repairing computers and peripheral devices; using initiative and independent judgment within established procedural guidelines; prioritize multiple tasks, projects and demands; establish and maintain cooperative working relationships with other county personnel; demonstrate effective interpersonal relationships in bringing people together to solve problems.

Skills in troubleshooting computer hardware and software applications in a multiple operating system environment; analyzing information systems issues, evaluating alternatives, and making logical recommendations based on findings; establishing and maintaining effective working relations with co-workers.

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Advanced proficiency level utilizing Microsoft Office applications including Excel, Access, PowerPoint, Word, Publisher, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Driver's License with an acceptable driving record; professional certification in network operation systems is required; may be required to obtain additional, specific skill and/or technical certifications; MCSE is desirable.

#### **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 stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

#### **WORKING ENVIRONMENT**

Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; may work under stress of deadlines.

**I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.**

**PRINT NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

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