

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Network Technician</u>
Sch.& Grade	<u>PAT-7</u>
Class Code	<u>CI24</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>Not eligible</u>
Occupational Series	<u>Computer Technical</u>

PRIMARY PURPOSE:

Provides entry level network and computer systems work to support the City's computer infrastructure. Implements information system solutions for computer systems.

SUPERVISION:

Under the direct supervision of the Network Manager and general supervision of the Director of Information Systems.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Collaborates with the City Network Manager and Information Systems Department co-workers to support the implementation, maintenance and on-going support needs for the City's computer systems.
2. Monitors employee service requests and identifies solutions for resolving computer system support issues.
3. Coordinates the resolution of hardware, software system and network problems including contacting support or repair personnel as necessary.
4. Performs network troubleshooting as needed to resolve problems with both hardware and software.
5. Installs, configures, tests, maintains, monitors, and troubleshoots networked peripheral devices, cabling, and networking hardware and software products.
6. Prepares, maintains, and adheres to procedures for logging, reporting, and statistically monitoring network data.
7. Performs on-site analysis, diagnosis, and resolution of issues for a variety of complex systems.
8. Recommends and implements corrective hardware and software solutions, including off-site repair.
9. Performs routine tasks such as adding new accounts, assigning passwords, and keeping a variety of logs.
10. Performs additional duties as deemed necessary by the Network Engineer.

IMPORTANT FUNCTIONS:

1. Drives to various City locations as required to provide end-user and departmental support.
2. Provides technical consultation for system installation and support.
3. Supports the expansion of technology for all City Departments.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Technical knowledge and experience with Microsoft Server O/S, Cisco firewalls, routers and switches, wireless access points and bridges, LAN/WAN design, etc. Knowledge and hands-on experience with virtual server environments and VMWare is also preferred.

Abilities

Perform network management as assigned, including installation, configuration, troubleshooting, diagnosis, repair, and maintenance; prepare clear, concise and comprehensive reports; possess strong attention to detail; research and interpret technical manuals, documentation, periodicals, and other information; follow oral and written instructions; utilize tools, components, and peripheral accessories; analyze and resolve technical problems; communicate effectively both verbally and in writing; successfully interface and communicate with employees at all levels of the organization; deal effectively and courteously with associates and the general public; present an overall professional image; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Graduation from an accredited college or university with a four year degree in Computer Science, Computer Information Systems, or related field and one year experience in the field of Information Systems. Relevant experience may be substituted for education on a year for year basis.

Physical Requirements

Performs bending, squatting, kneeling, sorting and reaching from ground level to overhead; lifts, carries, pushes and pulls up to 40 pounds; must be able to hold and grip objects; must be able to operate a computer keyboard and mouse; may be subject to sitting for long periods of time.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment. May be subjected to extreme weather conditions when traveling to remote City locations to provide support or pick-up/deliver computer equipment and supplies.

Licensing/Certification

Certifications including Network +, CCNA, Microsoft Windows Server, Microsoft Exchange and/or Linux preferred.

Miscellaneous Requirements

If operating a motor vehicle during the course of performing job duties, must possess a valid Missouri Motor Vehicle Operator’s License. Subject to emergency call-in.

Last Revision:	February 13, 2012	GENERAL ORDINANCE NO. 5761
Comments:	Updated Abilities	Date: July 16, 2010

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____