

## **CONTRA COSTA COUNTY OFFICE OF EDUCATION**

### **CLASS TITLE: COMPUTER NETWORK TECHNICIAN**

#### **BASIC FUNCTION:**

Under the direction of the Director of Technology, installs, supports, maintains, upgrades, repairs, and operates computer and network systems; maintains accurate records; diagnoses and resolves hardware and software problems following departmental procedures; and provides technical support consultation to faculty, staff, and internal customers.

#### **RANGE: 22**

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Provides technical support, training, and problem solving support including routine use of applicable network server, printer and workstation hardware and software.

Troubleshoots, maintains, and repairs peer-to-peer and client-server computer systems.

Installs, maintains, monitors and recommends for purchase network connection devices such as hubs, switches, wireless access points, modems, uninterruptible power supplies and KVM switches.

Monitors the operation of computer systems and peripheral equipment including printer, processors, modems, hubs, and cabling.

Updates databases of equipment customer and vendor information and generate needed reports.

Contacts equipment vendor maintenance personnel to accomplish necessary -repairs and logs transactions.

Plans, designs, configures, installs, supports new network workstations including network and user applications.

Perform equipment tests using specialized equipment; drive a vehicle to sites to conduct work

##### **OTHER DUTIES:**

Maintain current knowledge of technological advances in the field.

Maintain classroom networks and working relationships at our sites that are physically located on our school district's networks.

Perform related duties as assigned.

#### **KNOWLEDGE AND ABILITIES:**

**November 2005**

**KNOWLEDGE OF:**

Principles, theories, materials, and equipment used in the design, installation, operation and maintenance of telecommunications, LAN and WAN technologies.

Methods and theories of providing inservice training.

Planning, installing, operating and managing local and wide area networks and telecommunication equipment.

Procedures of software and hardware configuration and optimization.

Installation, maintenance, and repair of fiber and copper media in bus, ring, star topology or any combination.

Technical aspects of field of specialty.

Oral and written communication skills.

Applicable laws, rules and regulations related to assigned activities.

Inventory methods and practices.

Proper methods of storing equipment, materials and supplies.

**ABILITY TO:**

Work independently with minimal supervision.

Communicate effectively both orally and in writing.

Use time efficiently and meet deadlines.

Deal tactfully with internal and external customers.

Establish and maintain effective working relationships.

Exercise sound judgment.

Plan, install, operate, administer, troubleshoot, maintain, and repair personal computers, multiple networks, network peripheral, and telecommunication software and hardware.

Train users on the network workstations.

Use electronic test equipment and common hand tools.

Maintain records and prepare reports.

Establish and maintain cooperative and effective working relationships with others.

Plan and organize work.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school supplemented by applicable community college-level course work in computer science or related field and four years experience with the installation, operation, maintenance, backup, repair, upgrade and interoperability of stand-alone and network operating systems and applications on local and wide area networks with direct customer service responsibilities.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor environment.

Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate computer keyboards and other assigned equipment.

Reaching overhead, above the shoulders and horizontally.

Sitting or standing for extended periods of time.

Lifting and carrying moderately heavy equipment.

Bending at the waist, kneeling or crouching.

Vision (which may be corrected) to read small print