

NETWORK / SERVER TECHNICIAN

Department: GTD
Division: N/A
Appointing Authority: Mayor

Grade: 4
Revision Date: 6/16
Bargaining Unit: S (Provisional)

Definition:

Performs general network maintenance and problem solving on town LANs, WANs and Server systems. Assists IT Manager in the design and implementation of LANs and WANs. Analyzes communication and computer systems and helps develop new strategies to maximize performance of network(s) and systems. Performs control checks and implements procedures to ensure the well being of the overall system. Helps in the training of town employees on use of the network, all other work as required.

Supervision:

Reports directly to and works under the policy direction of the IT Manager who assigns tasks based on overall objectives. Performs some duties independently.

Performs no supervisory functions, may work collaboratively with other personnel.

Environment:

Performs technical duties requiring extensive judgment and initiative in assisting the IT Manager in planning for, managing, maintaining and supporting the use of information technology throughout the town.

Duties are performed under typical office conditions with exposure to noise from printers, bursters, decollators and other computer-related equipment.

Operates enterprise-wide, departmental, and PC-based computer systems and other office equipment in a LAN/WAN environment, communications equipment (i.e. switches, routers, firewall, VoIP, backhauls, etc.).

May have access to extensive confidential information from files in computer systems and elsewhere throughout town government; including personnel records, salary negotiations, cost projections, and other personal information about employees and other documents subject to restricted access.

Has regular daily contact with employees and offices throughout the town in answering questions, solving problems, providing training, implementing and supporting applications from vendors; and assisting the IT Manager in developing, implementing and supporting applications authored by the Town's staff.

Errors in judgment and administration may result in damage to or loss of information, damage to hardware or software or telecommunications, delay in or loss of service, possible monetary loss, or adverse legal consequences to the town as well as impact on employee morale, confusion and delay.

Essential Functions: (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Assists IT Manager in maintaining and monitoring LANs and WAN for performance, security, and health. Ensures the well-being and optimum performance of communications equipment and personal computer systems as needed. Provides assistance with system failures and software problems as required. Coordinates with IT Helpdesk and town staff to resolve problems.

Assists in designing, implementing, troubleshooting and support of enterprise-wide network systems, servers and telecommunications. Coordinates the integration of new equipment onto the existing LANs and WAN; implements new LANs and segments of the WAN, responsible for specifying workstation configurations in conjunction with IT Manager.

Responsible for implementing and checking network security, for specifying workstation configurations in conjunction with IT Manager, for diagnostics and resolution of network problems, for resolution of telecommunication problems, for second level support for resolution of computer system problems, for resolution of software problems, for maintaining documentation of network (e.g.: layout, addressing, etc.).

Responsible for the disaster recovery systems and for the maintenance of documentation/inventory/warranty information of all telecommunication/networking (including servers) equipment.

Conducts research; organizes data gathered, presents data in reports adequate for decision-making purposes; conducts internal controls and procedures and documents work performed.

Assists in the implementation and support of packaged applications from licensed vendors including patches and updates, install workstations and printers on the LAN, download and test new versions of client software for workstations and make recommendations based on findings;

Minimum Qualifications:

Education and Experience: Bachelors Degree in Computer Systems or Science, or related field preferred; over two years of experience in information technology or as a implementation specialist, or related position with midrange / client-server and personal computer systems, including Local and Wide Area Networks; or, a combination of education and experience that enables performance of all aspects of the position.

Knowledge, Ability and Skill: Working knowledge of networking, communication systems, setup and tuning to maximize performance of networks, network security. Ability to accurately describe technical problems and troubleshooting steps. Knowledge of Windows server based network is necessary. Knowledge of Linux is a plus.

Ability to establish and maintain effective working relationships and work cooperatively with department heads, staff and elected or appointed officials. Ability to plan, manage others, analyze, carry out projects, consult and offer advice, and facilitate groups; requires highly effective written and oral communication skills. Must perform all aspects of job responsibilities with honesty and integrity.

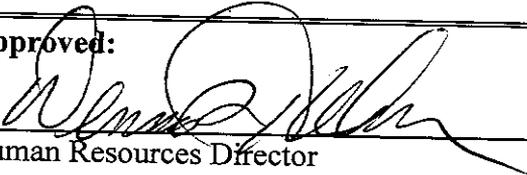
Must possess technical knowledge of current applications and to keep abreast of, learn and apply new developments in computer technology, skill working with a variety of people, and a commitment to

resolution-based problem solving.

Physical Requirements: Minimal physical effort required under typical office conditions; intermittent moderate effort required for tasks such as moving and installing computer hardware and related office equipment involving frequent bending, crouching and reaching. Position requires the ability to operate a keyboard and view computer screens for an extended period of time. Position requires the ability to access all town offices on a regular basis; requires fully correctable close vision, color vision, and depth perception. Position requires the ability to lift up to fifty pounds.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:



Human Resources Director

6/3/2016

Date

Revision History: 6/16



IT Manager

[SSEA Review NG]