

NETWORK AND SYSTEMS TECHNICIAN

Department: General Services

Classification: Competitive

Specification Number: 2470

Approved: 8/8/2023

Revised: By JG

MINIMUM QUALIFICATION

OPEN COMPETITIVE

Graduation from a standard senior high school or possession of a high school equivalency diploma and two (2) years of experience in a position working with information technology equipment. At least one (1) year of experience must include system installation, configuration, evaluation and troubleshooting.

NOTE: Additional education from a college with federally-authorized accreditation or registration by NY State may be substituted on a year-for-year basis for all experience. Coursework in information technology from a non-degree-granting computer training institution may be accepted based upon credit hour equivalence. Because of the changing technology in this field, experience must be gained in the past five (5) years.

PROMOTIONAL:

Two (2) years of permanent status as a Computer Technician.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this title is involved in assisting with the installation and maintenance of personal computers, networks and other information technology equipment and systems within the Town. Responsibility is included for identifying and correcting system problems. As an entry level employee in the network and systems field, the incumbent receives close supervision until experience allows more independent action. Work is reviewed in progress and upon completion for achievement of desired objectives. Does related work as required.

TYPICAL WORK ACTIVITIES

Installing equipment for data communications networks including: hardware, software, and data communications equipment;

Provide support, diagnose, and resolve issues reported to the Help Desk by employees on the network;

Maintain an accurate inventory of technical equipment, including system and software configurations and network addressing;

Refers software problems and technical issues to appropriate staff members or vendors if necessary;

Proactively evaluate and recommend network and security systems and devices to support the current and future infrastructure needs of the client;

Perform assigned responsibilities, and other related duties, and tasks according to established practices, procedures, techniques.

KNOWLEDGE, SKILLS, ABILITIES and PERSONAL CHARACTERISTICS

Working knowledge of current information technology equipment; working knowledge of installation procedures pertaining to computers, software and peripheral equipment; working knowledge of the physical requirements of information technology equipment; ability to install information technology equipment including personal computers and networks; ability to evaluate equipment configuration requirements; ability to diagnose equipment problems and assist in their resolution; ability to instruct personnel in equipment use; ability to maintain accurate records; physical condition commensurate with the demands of the position.