

City of Bellingham
Classification Specification - Civil Service or AFSCME

CLASS TITLE	Network Technician I, II
DEPARTMENT	Information Technology Services
UNION:	114
SG:	G
CS:	Entry
FLSA:	Y
EE04CODE:	TE

NATURE OF WORK:

Operates the City's central computer systems and network, ensures backups and restores, on-line availability, batch schedule completion and diagnoses problems. Operates network consoles, monitoring central backup system, checks for system failures and console deviations. Detects routine and non-routine problems for system or software, provides information to users. Maintains logs, labels storage media and maintains library systems.

DISTINGUISHING CHARACTERISTICS:

Network Technician I

Performs entry-level technical support work requiring basic knowledge of operating, networking and scheduling systems; backup and restore protocols and principles; and the ability to troubleshoot minor system, equipment and software problems. The Network Technician I works independently during evening hours. Complex or higher level technical problems are referred to senior technical staff.

Network Technician II

The Network Technician II works the day shift. Performs a greater variety of network operations tasks and handles more complex problems. Runs programs and procedures that require more knowledge and skill in order to prevent computer crash or malfunction. Responds to employees who are experiencing network problems and need immediate assistance.

SUPERVISORY RELATIONSHIPS:

Reports to the Network Administrator. Works independently under general supervision and according to applicable City and Department policies, procedures and protocols.

ESSENTIAL FUNCTIONS OF THE NETWORK TECHNICIAN I:

1. Responsible for administering backup and restore functions for all systems designated to the Information Technology Services Department (ITSD) operations.
2. Monitors central backup system using UNIX control console, checking for system failures and console deviations.

3. Logs backup and restore events, labels tapes and cartridges, and enters transactions into on-line tape library system or other records.
4. Troubleshooting: Within ITSD, trouble shoots overall network control console deviations and assists other operations staff in detecting nature of non-routine job errors or equipment failures; City-wide, interacts with system users, answering questions and responding to special requests and assists in resolving operational problems with users. Takes appropriate corrective or preventive action, refers problem to or may coordinate proposed solutions with supervisor, Network Administrator, or appropriate hardware, software or data communications personnel.
5. May be required to assist in systems conversion by testing and implementing system applications. Reviews new applications with hardware and software personnel and makes suggestions to correct or enhance system.
6. Performs other operator functions: Operates multiple control consoles, on-line terminals, laser and line printers and forms-handling equipment; analyzes and responds to routine console instructions and error messages; logs events and shift, including system malfunctions and disruptions, into log book and creates shift reports for supervisory review.
7. Works with hardware, software and data communications personnel to resolve other software/hardware issues, on-line processing problems or applications processing problems.
8. The evening Technician position will fill in for the daytime Technician position during vacations or illness.

ESSENTIAL FUNCTIONS OF THE NETWORK TECHNICIAN II:

1. All of the duties of the Network Technician I.
2. Responds to questions from employees regarding network problems. Diagnoses and resolves problems.
3. Assists in training new operators and other staff members in operations procedures and protocols.
4. Runs financial, accounting and payroll programs and procedures for City Departments.
5. Interacts with vendors regarding order status of supplies, and maintenance scheduling.
6. Assists ITSD staff and outside contractors / consultants with installing and upgrading network software. While maintaining security and access protocols.

ADDITIONAL WORK PERFORMED:

1. Assists in documenting new or revised procedures as necessary.
2. Assists with replacement of terminals, printers and controllers, cable installations and terminations.
3. Performs other related duties as assigned.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of network operations concepts, functions and capabilities; data communication equipment and local area networks; operating systems, computer

- hardware and hardware systems, and interface with common software; and technical manuals and other resources.
- Analytical problem-solving ability. Ability to use technical manuals or other resources and problem-solving tools to solve problems or recommend solutions to supervisor.
 - Keyboarding skills sufficient to perform the duties of the position.
 - Willingness to maintain absolute confidentiality of all information contained in files and documents processed, stored and/or maintained by ITSD, regardless of the level of dissemination of such information by user departments.
 - Ability to work effectively alone or as a member of a team.
 - Ability to maintain a mature problem-solving attitude in dealing with demanding users or time demands.
 - Ability to work in an environment with ambiguity and deal with unresolved situations or unexpected events.
 - Ability to make decisions quickly on available information, with knowledge of when it is appropriate to refer a critical problem to supervisor or other technical staff, to make commitments and deal with emergencies as necessary.
 - Skill in listening to a customer's problem and oral communication skill to clearly present information in positive or negative circumstances.
 - Written communication skill to effectively present ideas and document activities.
 - Willingness to follow policy and procedures.
 - Ability to remain alert and pay attention to detail when performing routine tasks.
 - Ability to organize and plan or schedule activities or tasks within time constraints and resource availability.
 - Physical ability to perform the essential functions of the position, including the ability to lift and move up to 50 lbs.

WORKING ENVIRONMENT:

Works extensively at a computer console or work station. Work is performed in an office environment. The Computer Operator moves desktop computers and peripheral equipment from location to location for installation and repair and may be required to crawl under and around desks and office furniture to install cables and check equipment. May be part of a 7-day per week, 24-hour per day operation requiring shift, weekend, holiday or overtime work as necessary. May work alone and unsupervised. May be required to carry a beeper to provide continuous operational support.

EXPERIENCE AND TRAINING REQUIREMENTS:

Network Technician I

- One year of experience in a position requiring independent work and attention to detail required.
- Experience performing network operations tasks preferred.
- A combination of experience and training that provides the applicant with the knowledge, skills and abilities to perform the job will be considered.

Network Technician II

- Two years of experience performing network operations required.

- Familiar with current operating system used by the City of Bellingham.
- Experience in diagnosing and resolving network problems.

NECESSARY SPECIAL REQUIREMENT:

- Must pass a Police Criminal Convictions check prior to hire.
- Must pass a job related physical capacities evaluation prior to hire.

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1/87

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