



NETWORK AND COMMUNICATIONS TECHNICIAN

SALARY GRADE: [C1-60](#)

DEFINITION:

Under the direction of an assigned supervisor, assure the reliable and efficient operation of voice and data networks District wide in support of administrative and instructional programs. Assist in the design, installation and maintenance of network and voice communications infrastructure.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Assure the reliable and efficient operation of voice and data networks on campus in support of administrative and instructional programs.
2. Plans and coordinates projects with Plant Services, Network and Communications Administrators, vendors and outside contractors to accommodate district construction and renovation which requires addition or modification of communications equipment or cable plant.
3. May assist in the design, configuration, installation, maintenance, security, environmental requirements, and management reporting for all network and telecommunications devices and services.
4. Diagnose and resolve network, telecommunications problems; troubleshoot workstation connections or network and voice devices; isolate software from hardware problems; repair equipment or refer to appropriate technicians or outside agencies; drive to various sites to conduct work.
5. May assist with the development of bid specifications for acquisitions of telecommunications and network equipment and service; manage campus network projects, including construction related to cable installation, installation of network/telecommunication (PBX) devices.
6. Recommends proposals for intra and inter-campus communication equipment additions or replacements including such activities as preparing surveys, researching proposals, preparing designs as appropriate, and identifying situations where engineering resources are required.
7. Coordinate user requests for network and voice connections; manage and coordinate resources including available ports, cable pairs, Internet Protocol (IP) addresses and others.
8. Maintain network and voice system documentation.
9. Research and evaluate new network and voice technologies; recommend hardware and software upgrades; manage equipment and create orders.
10. Coordinate telephone service requests including data lines, fax, modem and telephones with District technicians and outside vendors; research costs and quality service for departments. Manage PBX system on campus.
11. Provide remote access set-up and support; hardware, software, telephony configurations and troubleshooting.
12. Manage voice mail system; add new users, train others, change system parameters and features and perform related activities.
13. Support and resolve problems for District wide E-mail and Internet access.

14. Process invoices; receive, review and verify telephone and IP charges; resolve account disputes and approve for payment.
15. Prepare and maintain a variety of records and reports related to assigned activities.
16. Prepares status reports or documents detailing equipment usage, technical trouble response time, costs and budget review, and vendor/contractor agreements.
17. Train and provide work direction to casual personnel.
18. Attend a variety of meetings as assigned; maintain current knowledge of technological advances in the field.
19. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Network principles, protocols, standards and various operating systems.
2. Various operating systems and basic shell programming.
3. Internet software and protocols, IP's and related information.
4. Server and router security issues.
5. Remote service and client management.
6. Bridges and routers and familiarity with IGRP, OSPF and RIP.
7. Technical aspects of field of specialty.
8. Oral and written communication skills.
9. Interpersonal skills using tact, patience and courtesy.
10. Record-keeping techniques.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Assure the reliable and efficient operation of voice and data networks on campus in support of administrative and instructional programs.
3. Assist in the design of a network infrastructure to provide faculty, students and administrators a secure, high-speed access to information and instruction.
4. Diagnose and resolve network problems.
5. Administer UNIX server maintenance.
6. Install and configure computer software.
7. Manage file servers and troubleshoot errors.
8. Maintain current knowledge of technological advances in the field.
9. Communicate effectively both orally and in writing.
10. Maintain records and prepare reports.
11. Plan and organize work.
12. Establish and maintain cooperative and effective working relationships with others.
13. Work independently with little direction.

Education and Experience

Any combination equivalent to:

1. Associate's degree in computer science or related field.
2. Two (2) years experience overseeing the operation of computers, PBX and voice mail systems.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Driving a vehicle to conduct work.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard, testing equipment and power tools.
3. Seeing to read various materials.
4. Climbing ladders and working from heights.
5. Walking.
6. Standing for extended periods of time.
7. Reaching overhead, above the shoulders and horizontally.
8. Bending at the waist, kneeling or crouching.
9. Lifting, carrying, pushing or pulling heavy objects up to 60 lbs.

Date Approved: February 1, 2000

EEO Code: H-50