



LARAMIE COUNTY

JOB DESCRIPTION

TITLE:	Network Technician	FLSA:	Non-Exempt
DEPARTMENT:	Information Technology	REVISED:	

Summary: Under close supervision, monitors and maintains network server hardware and software in a multiple operating system environment.

Essential Job Functions: *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Monitors network server hardware and operating systems; identifies, locates, resolves and repairs problems within scope of authority.
- Monitors backup systems for completion and accuracy, and performs special system backups.
- Responds to service requests; resolves problems and provides technical support and training to users; configures and maintains user hardware, software and specialty computers.
- Documents work performed; installs and builds network infrastructure and components as directed; provides referral to supervisor when problems occur which are beyond the skills of the technician, and tracks the problem until it has been resolved.
- Monitors and maintains network servers; identifies and assesses hardware and software issues; replaces and updates equipment and components; migrates data to other servers as necessary.
- Monitors network security; coordinates local and remote access to accounts and subnets.
- Installs network devices and components, such as routers, terminal servers and switches; checks physical wiring and component connectivity, and assures system safety and reliability.
- Researches, evaluates and tests new hardware and software, and provides recommendations.
- Prepares and updates technical documentation according to policies.
- Complies with all County equipment and safety policies and procedures, and Occupational Health and Safety Administration (OSHA) rules and regulations.
- Performs duties assigned to PC Technician classification as required.
- Performs other duties as assigned or required.



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Knowledge and Skills:

- Knowledge of County policies and procedures.
- Knowledge of network administration principles and techniques.
- Knowledge of system access and security guidelines and procedures.
- Knowledge of hardware and software troubleshooting techniques in a networked environment.
- Knowledge of techniques for use of network hardware including hubs, routers, and other devices.

- Skill in using basic tools, equipment and procedures for repairing computers and component devices.
- Skill in analyzing and evaluating computer network applications, procedures and techniques.
- Skill in installing, maintaining, modifying, and upgrading network systems.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in operating a personal computer utilizing a variety of software applications.
- Skill in establishing and maintaining effective working relationships with public officials, outside agencies, County staff and the general public.
- Skill in effectively communicating verbally and in writing.

Minimum Qualifications:

High school diploma or GED equivalent, AND three (3) year's network or systems maintenance experience; OR equivalent combination of education, training and experience; AND successful completion of a criminal history and background check.