



NETWORK/SYSTEMS TECHNICIAN

JOB DESCRIPTION

Department: Executive	Division: Information Technology
Work Location: City Building	Percent Time: Full-time (100%)
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Network Administrator	Union: Non-Union

JOB SUMMARY

The Network/Systems Technician provides first level technical helpdesk support for users of all Information Technology supported systems, applications and services. Assists and performs assigned tasks to support Network Administrator to maintain and administer City computer hardware and software systems. Performs daily network tasks and support as directed by Network Administrator. May be assigned to perform these duties for other entities that have contracted with the City for support.

ESSENTIAL FUNCTIONS

- Actively supports and upholds the City's mission and values.
- Assists the Network Administrator in managing the City's personal computer hardware and software inventories; performing maintenance, and making decisions regarding the repair/replacement and dissolution of various pieces of hardware/software.
- Performs computer technician tasks, such as primary diagnostics on hardware and software, installing and configuring network hardware and software, running cable, and managing endpoints.
- Performs weekly and other periodic system maintenance. Provides setup and configuration of computing peripherals such as printers, monitors, scanners, mice, special keyboards and other equipment as necessary.
- Troubleshoots hardware, software, network and peripheral issues and provides hardware replacement, cleaning or repair as needed.
- Performs hands-on fixes at the desktop level including installing and upgrading software, implementing file backups and configuration of systems and applications.
- Performs employee training in the operation of personal computer hardware and software through individual instruction.
- Answers immediate questions in the operation of personal computers and the network.
- Administer the City's network hardware and software, including operating system, file storage user access, problem resolution (back-up) and security as directed by Network Administrator.

- Installs and configures network servers, network hardware, personal computers as directed by the Network Administrator
- Maintains inventory of the City's personal computer hardware and software.
- Communicates with vendors for technical support, RMA, and program updates as needed to resolve PC/Network hardware and software issues.
- Researches PC/Network hardware and software for use in City systems as directed by the Network Administrator.
- Reports to Network Administrator on status of Help Desk issues, current projects, hardware/software requests and other computer/network issues as they arise.
- Performs other related duties as assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of an associate's degree in Network Administration, Computer Science, Computer Information Systems, or a related field.
- Two (2) years of professional, directly-related work experience in the following: operating and maintaining computers and software application support; networking skills such as the connecting and configuring networked computers and peripherals; network software (especially Windows Servers); hardware and protocols (switches, routers and IP traffic); and network maintenance procedures.
- Experience providing excellent customer service to users. This includes providing customer needs assessment (e.g., interviewing staff and other system users to accurately assess their needs), meeting quality standards for services, and evaluating customer satisfaction.
- Experience with complex problem-solving situations, such as identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Experience with testing, installing and connecting various computers in the network; troubleshooting and diagnosing hardware problems; and providing minor computer repairs.

Knowledge of:

- Personal computer hardware components and techniques required to repair, upgrade or recommend the purchase of IBM compatible systems
- Personal computer operating systems
- Server back-up and restore techniques
- Fundamental security techniques for protecting network servers and clients
- Server hardware components and techniques required to repair, upgrade or recommend the purchase of server systems.
- Network operating system administration

Network Systems Technician
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Skills

- Excellent verbal and written communication skills demonstrating the ability to convey technical issues and maintain good public relations with Information Technology customers and vendors. Able to effectively communicate technical information to non-technical users.
- Outstanding customer service and active listening skills.
- Analytical skills that involve analyzing data, breaking down problems, identifying relationships between issues and making complex plans.
- Proficiency with standard desktop software applications such as Microsoft Office to support end-users issues with these applications.

Ability to

- Establish and maintain cooperation within associates, supervisor, and customers in various City departments.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Serve as a back-up on-call responder to handle urgent calls for service regarding system problems and outages during off-duty hours.
- Work within deadlines and frequent interruptions.
- Work patiently with groups and individuals in a training situation.
- Work with close attention to detail.

Licenses, Certifications and Memberships Required

- Must possess a valid State of Illinois driver's license or be able to obtain one within 15 days of employment.

Special Requirements

- Must be available for system emergencies and maintenance that may arise before 8 a.m. and after 5 p.m. and on weekends.

Job Dimensions

The job requires knowledge of information technology such as could be acquired through experience or classroom-based course work. Knowledge of established processes, methods, and techniques, as well as practical knowledge of a few specific technical and scientific principles is required, which permits employee to carry out routine assignments and to gain familiarity with the operating systems, equipment, software, and business goals of the organization. Examples include: responding to requests to identify and solve recurring end-user problems associated with a network; installing and testing central processing unit upgrades, peripheral devices and new software; and/or configuring and installing a group of individual computer workstations in accordance with standard patterns. Work directly impacts the operation, accuracy, reliability, acceptability or design of programs, systems or equipment that affect the operation of individual departments. Work activities may be complex, but normally involve addressing conventional problems or situations with established methods that allow departments to function properly. Improperly performed work and/or equipment or software failures

are likely to produce significant errors and/or create delays that directly affect the ability of a department to function properly. While the scope of improperly performed work and/or equipment or software failure is limited, the nature of the activity may require that emergency repairs be performed.

Contacts typically include daily contact with City staff and other system users who use computers and peripheral devices as essential tools of their daily work for problem resolution and for computer training. Occasional contact with vendors for trouble-shooting, RMAs and program updates of hardware and software using e-mail, postal mail, fax and phone.

Physical Demands and Working Conditions

Physical demands: Lifting and maneuvering up to 50 lbs., climbing ladders, maneuvering in confining spaces, making skillful, coordinated movements with the hands and arms, seeing in close environmental surroundings, and sitting for prolonged periods of time at a computer screen.

Working conditions: Office is located in a restricted access area with other staff. May work in server room or other equipment areas that are kept at lower temperatures for periods of time to repair, maintain or replace equipment. Work environment may include occasionally working in confined spaces and/or in cramped body positions, possible contact with electrical hazards, and in close association with others. Minimal short-distance travel is required.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

- New class: 10/ 25/2013
- General revision: 1/29/2014
- General revision: 6/4/2019

For HR/Finance Use

Job Class Code	Pay Grade
	35
EEO Category	LVL
3–Technician	