

Class Codes

NETWORK SYSTEMS TECHNICIAN I	3595
NETWORK SYSTEMS TECHNICIAN II	3596

DEFINITION

Performs technical duties such as the replacing, repairing, installing, programming, configuring, monitoring, analyzing, and maintaining of network and telecommunications systems, and related equipment.

TYPICAL DUTIES

Performs repairs, maintenance, configurations, modifications, and replacements of network and IP related Telecommunication Systems or defective parts.
Configures, diagnoses, and repairs network and telecommunication services, on wired and wireless systems and IP-based transitions
Troubleshoots and corrects inter and intranet connectivity issues utilizing network and communication management systems and tools.
Provides support of Cisco or other Voice over IP system or cloud solutions, such as Cisco Call Manager or Amazon call center.
Provides remote support or travels to various worksite locations to provide on-site technical assistance and support including transportation of equipment as needed.
Conduct site surveys and onsite assessments of networks and IT systems.
Repairs and maintains network and converged system cabling.
Maintains records and ensures accuracy of equipment changes, inventory, and reports.
Interacts with other groups and outside vendors to resolve problems.
Assists staff and service providers in diagnosing and resolving issues.
Monitors activities and performance of networked devices and telecommunications systems components and produces relevant reports as needed.
Reviews reports, configuration templates, and circuit diagrams to facilitate system installations and repairs.

In addition to the duties of a Network Systems Technician I, the Network Systems Technician II:

Leads and performs installation, configuration, modification, programming, assembly, maintenance, and repair of network and telecommunication systems and equipment, including analog, digital, and Internet Protocol (IP) communications, enterprise routers, cache engines, and core switches.
Plans and executes network and telecommunications system maintenance.
Makes recommendations for network and telecommunication system improvements.
Reviews reports on network and telecommunication systems problems, including digital connection circuits and equipment failures.
Performs regular system administration and escalates security and other issues to the appropriate personnel as necessary.
Provides guidance and training to lower level network or technical staff.

Analyzes and diagnoses internal and external data and/or network issues utilizing network management systems.
Assists in on-premises and cloud Voice over IP (VoIP) solutions, including multiservice infrastructure, Call Manager, and call center services.
Assists in updating and supporting headend systems.
May read and interpret reports, configuration templates, service orders, circuit diagrams, and blueprints for backend systems.
May assist in the application of security patches, operating system updates, and backup configurations to ensure compliance with security standards.
Performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Network Systems Technician I performs basic installation, troubleshooting, configuration, and repair of networks and telecommunication systems, including analog, digital, and Internet Protocol (IP) technologies.

A Network Systems Technician II functions as a lead and performs advanced/complex modifications, programming, and improvements on network and telecommunications systems and equipment.

A Network Systems Engineer audits, modifies, remedies, and maintains configuration for core District network systems and analyzes capacity usage to make projections and provide escalation support for network service issues.

SUPERVISION

General Supervision is received from an information technology director, manager, or designee. A Network Systems Technician II may provide work direction over lower-level technical personnel. A Network Systems Technician I may provide technical guidance to lower level-technical personnel.

CLASS QUALIFICATIONS

Knowledge of:

Various wireless protocols, including Satellite and LTE
Unified messaging systems, such as Unity or other related systems
Cisco Call Manager, SIP services or other related systems
Analog and digital telecommunications solutions
Network infrastructure management and monitoring software and procedures
Common desktop software such as Microsoft Office, Visio or other related software
Incident tracking software
Safety regulations and practices for electronic and network equipment
Physical infrastructure components, including fiber optics CAT 5, 5e, 6 and other low voltage telecommunication cabling technologies.
Installation and configuration of network components such as LAN/WAN switches, routers, and Wireless controllers.
Installation and configuration of converged services components
Design principles of local area and wide area networks
Standard network and systems monitoring procedures and configuration tools

Basic data security on TCP/IP networks or other related systems
Basic digital electronics and IP addressing and subnet schemes
Basic Wi-Fi and streaming video Technologies
Analog and digital telecommunications solutions, including, Stablenet InfoSim,
Netscout TruView, BMC BNA, Genetec or equivalent network management and
monitoring software
Enterprise level incident tracking software

Ability to:

Install, troubleshoot, repair, monitor and configure telecommunication and network systems, including wireless setups/systems
Analyze and diagnose malfunctions in wired and wireless network and telecommunication systems
Use a variety of electronic equipment
Assess hardware and software issues independently, employing problem-solving skills
Exercise independent thinking and problem solving related to technical assessment of hardware and software problems
Read and understand basic blueprints and layouts of network and telecommunication systems
Utilize a network and protocol analyzer
Be customer focused
Communicate effectively, both verbally and in writing
Work effectively without constant supervision
Maintain effective working relationships
Provide on-site or remote services and support
Manage multiple timelines/deadlines

Special Physical Requirement:

Safely lift and carry tools and materials weighing up to 50 pounds

ENTRANCE QUALIFICATIONS

NETWORK SYSTEMS TECHNICIAN I

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by college level courses in network engineering, computer science, telecommunications management or a related field.

Experience:

Two years of experience in the monitoring or maintenance and repair in any one of the following areas: local and wide area networks; modern telecommunication systems and related equipment; or computer hardware and software. A bachelor's degree in network engineering, computer science, telecommunications management, or a related field may be substituted for one year of the required experience.

Special:

Cisco Certified Network Associate (CCNA) certification or equivalent or higher is required and must be kept valid during the term of employment.

NETWORK SYSTEMS TECHNICIAN II

Education:

12 college-level semester or equivalent units in computer science, information systems, network engineering or a related field. Six months of qualifying experience in addition to that listed below, may be substituted for the required education provided that the requirement of a high school diploma or equivalent is met.

Experience:

Three years of experience in the monitoring or maintenance and repair in any one of the following areas: local and wide area networks; modern telecommunication systems and related equipment; or computer hardware and software. A bachelor's degree in network engineering, computer science, telecommunications management, or a related field may be substituted for one year of the required experience.

Special:

A Cisco Certified Network Professional (CCNP) certification or equivalent or higher certification is required and must be kept valid during the term of employment.

A valid driver's license to legally operate a motor vehicle in the state of California and the use of a motor vehicle.

SPECIAL NOTES

Employees in this class may be subject to call at any hour.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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JAP/LKD