Class Concept

This is skilled technical work in monitoring the operation of all on-line systems on a large communications network.  Employees are responsible for the testing and analysis of all elements of the network facilities (including power, software, communication machinery, lines, firewalls, VoIP, routers and/or switches). Employees monitor and control the performance and status of the network resources. Employees use software and hardware tools, to identify and diagnose problems and factors affecting network performance. Employees coordinate and work with numerous clients and vendors in the process of maintaining and supporting the network.  Employees use a variety of software applications, hardware, and communications test equipment, technical guides, manuals, references, specifications, and maps containing specific standards and procedures to accomplish the work.  Employees may be assigned to field technical services to assist in the installation, maintenance and repair of equipment at various sites.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of data processing equipment, protocols and software. Working knowledge of network diagnostic software tools.
- Considerable knowledge of methods and procedures for the installation and maintenance of data communications equipment.
- Ability to work and communicate with clients, vendors and co-workers.

Minimum Education and Experience

Associate's degree in Electronics, Networking Technology or a closely related curriculum from an appropriately accredited institution.

High school or General Educational Development (GED) diploma and one year of experience in computer operations, network control operations or data communications operations; or an equivalent combination of education and experience.  Coursework in computer or information technology may be substituted year-for-year for the required experience; or an equivalent combination of education and experience.

Note:  This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.