

Class Concept

This is technical work in monitoring the operation of all on-line systems on a large communications network. Employees are responsible for the general troubleshooting, assisting with testing and analysis of all elements of the network facilities (including power, software, communication machinery, lines, firewalls, VoIP, routers and/or switches). 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

- Working knowledge of data processing equipment, protocols, and software.
- Working knowledge of network diagnostic software tools.
- Working 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

High School or General Educational Development (GED) diploma and one year of IT experience; or an equivalent combination of education and experience.