Class Concept

Work in this class involves the analysis, configuration, troubleshooting, and installation of communications network systems for an agency or institution. Duties include assessing communications network system and software needs, evaluating equipment for compatibility with existing network resources, assisting with network design, and resolving network and communications operational problems. Employees provide technical support to a department, an agency or institution in planning, evaluating, and resolving problems with existing network systems and making recommendations for resources required to maintain and/or expand service levels. Network systems include all computing and communications devices, multi-vendor equipment and communications software in an agency or institution. Employees are involved in the evaluation and implementation of new communications technology for network systems. For some communications problems, several alternative systems configurations must be analyzed, and methods utilized to resolve and maintain network integrity and limit user down time.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of telecommunications network concepts, protocols, transport systems, and communications hardware and software.
- Considerable knowledge of network or telephony equipment.
- Ability to evaluate vendor equipment and diagnose and resolve network operations problems.
- Working knowledge of telecommunications network software and hardware and the full range of network system requirements.
- Working knowledge of a variety of network operational problem determination procedures and techniques.

Minimum Education and Experience

Bachelor's degree in computer science or an IT related field from an appropriately accredited institution; or

Associate degree in computer science, or a related technical field from an appropriately accredited institution and one year of networking related experience; or

High School or General Educational Development (GED) diploma and four years of networking related 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.