



## SNOCOM ADMINISTRATIVE POLICIES

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**SUBJECT: Network Technician Job Description**

**POLICY NUMBER: 3.11**

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### **PURPOSE**

To provide a description of the duties, expectations and responsibilities of the SNOCOM Network Technician.

### **POLICY**

#### **JOB TITLE: NETWORK TECHNICIAN**

**GENERAL FUNCTION:** Operate, maintain, monitor, and trouble-shoot the day-to-day operation of SNOCOM's internal and external networks (LAN and WAN), network connections, servers and other hardware, and software. Operate the help desk and responds to questions and complaints regarding system operation, functionality and availability. Requires minimal supervision.

**PRIMARY WORKING RELATIONSHIPS WITH:** Director, Operations Manager, Information Services Manager, Computer Systems Analyst, Data Base Analyst, Dispatch Supervisors, Lead Dispatchers, Dispatchers, agency staff members, user agency representatives, and vendors of technical equipment and systems.

**WORKING CONDITIONS:** Work is performed in an enclosed office environment and computer equipment installation area where no natural lighting is available. The Computer Systems Analyst must be able to respond on a 24 hour a day, seven day a week basis in order to conduct emergency diagnosis or repair of public safety communications equipment. Extended work hours may also be required to remedy a system problem where the impact is crucial to operations. Travel to remote sites is required in the event a reported problem cannot be corrected through phone support and/or in the case of terminal repair. Travel out of state may also be required to attend training and conferences. May be required to lift boxes or files; usually not exceeding 30 pounds and move/reposition equipment requiring force sufficient to move 50 pounds.

**MACHINES, TOOLS, EQUIPMENT AND/OR OFFICE MACHINES:** Operate a wide variety of computer, telephone, and technical equipment systems that supports all aspects of public safety communications operations.

#### **ESSENTIAL JOB FUNCTIONS:**

Note: Each of the following is an implied ability.

Operate the help desk to assist end-users with application, PC, terminal, printer, security (passwords & accounts) and other user-related problems. Respond to user complaints and concerns regarding system availability, functionality and operation.



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Primary responsibility for the day-to-day administration of SNOCOM's servers including e-mail, print and file servers under the direction of the Information Services Manager.

Install, configure, troubleshoot, maintain, repair, and upgrade computers, terminals, printers and other peripheral devices, including hardware and software both locally and at remote locations.

Assist in planning and evaluating changes and additions to the network and networked devices, and the configuration of desktop computers and servers.

Assist in the repair, maintenance, installation, and configuration of networking components such as wiring, hubs, and print servers.

Coordinate and monitor vendor supplied repairs and upgrades. Research and coordinate purchase and delivery of new equipment and software.

Perform, monitor, and verify all system backups, including recurring maintenance of devices used to perform such backups.

Maintain the master inventory of SNOCOM owned assets and equipment.

Develop and document procedures that fall within the responsibilities of this position.

And other duties assigned by the Director or Information Services Manager.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

#### **Knowledge:**

Experience in the use of PC word processing, spreadsheet, database, presentation software, web browsers, and e-mail/calendaring systems.

Knowledge of proper English language usage, grammar, spelling, punctuation, and vocabulary.

#### **Skills:**

Proficient in the operation, maintenance, configuring and troubleshooting of PCs, terminals, printers and print servers.

Proficient in the operation and configuration of Cisco IOS.

Proficient in the operation, maintenance, configuring and troubleshooting of basic network equipment including hubs, switches, and wiring.

Proficient in the day-to-day operation and maintenance of Windows servers that perform a variety of functions.

Proficient in the use of Microsoft® operating system software.



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### **Abilities:**

Ability and willingness to research a problem and apply professional level analytical thinking to resolve issues.

Ability to communicate with staff, clients, and vendors in a timely and professional manner.

Ability and willingness to manage tasks of varying interest and priority, and to pursue tasks through to completion.

Ability to understand and follow oral and written directions, communicating effectively.

Ability to communicate effectively both orally and in writing.

Ability to work in a team oriented environment.

Ability to understand and identify critical components and services, and be able to prioritize tasks to support those needs.

Ability to work around and with, confidential information, and exercise proper discretion in its dissemination.

### **DESIRED EDUCATION AND EXPERIENCE:**

An Associates (2 year degree) in computer science, math or a closely related field and a minimum of three (3) years increasingly responsible data processing, computer networking, and/or computer and network security experience which should include experience as a network administrator, and/or systems engineer, and/or systems programmer, and/or database administrator or any combination of education and experience sufficient to provide the requisite knowledge, skills and abilities.

### **LICENSES AND OTHER REQUIREMENTS:**

Ability to obtain a valid Washington driver's license.

Eligible for authorized access into State/Federal data systems.

### **PHYSICAL ABILITIES:**

Position requires entry into confined spaces requiring bending, squatting, twisting, and turning.

Ability to lift boxes or files, usually not exceeding 30 pounds, and move/ reposition equipment requiring force sufficient to move 50 pounds.

Hearing and speaking to clearly exchange information in person and on the telephone.

Sufficient manual dexterity to effectively operate a computer keyboard.



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**Note:**

*A comprehensive background investigation to include criminal history checks will be conducted.*

*While requirements may be representative of minimum levels of knowledge, skill, and abilities to perform to perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.*

*This job description in no way implies that these are the only duties to be performed. Employees occupying the position will be required to follow any job related instructions and to perform any other job related duties requested by the supervisor.*

*This is an FLSA non-exempt non-represented position.*

*SNOCOM is an Equal Employment Opportunity (EEO) employer and does not discriminate in any employer/employee relations based on race, color, religion, sex, sexual orientation, national origin, age, marital status, disability, genetic information, veteran's status or any other basis protected by applicable discrimination laws.*