

NETWORKING TECHNICIAN (12210)

GENERAL DESCRIPTION OF WORK

Positions in this banded class perform technical work in the installation, maintenance and repair of voice, data and video network systems and other related network technologies. The work may also involve the installation, configuration, troubleshooting and repair of data circuits, lines and switches. Positions in the Technician class resolve network-related work requests and may perform a review before a project is started or during a project to ensure adherence to technical specifications and/or agency/institutional standards. Work is generally performed according to established specifications. Work involves using an understanding the operational needs of the organization. Troubleshooting may be performed on-site or through the use of network monitoring/diagnostic tools. Complex network problems are escalated to the Analyst or Specialist class, or to vendors as appropriate. Positions may involve specific physical requirements, such as transporting or moving equipment of considerable weight, as well as adhering to specific safety rules, practices and regulations.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Perform routine installations of cabling and/or wiring for network communications and/or data transport needs. Measure and label wires or cables as needed.	Ability to follow standard operating procedures and established guidelines using routine techniques. Knowledge of data security requirements.
Technical Solution Development	Review installation sites to contribute to assessments of what work needs to be completed and what codes will impact the work.	Ability to assess or help assess customer needs using an understanding of the standard technology and systems in place. Applied knowledge of electrical codes and project site requirements.
Technical Support	Perform routine maintenance work such as testing connections, replacing equipment, installing faceplates, etc. Perform basic diagnostics and troubleshooting for common problems.	Ability to independently resolve routine problems. Ability to perform limited diagnostics on assigned hardware and software.
Planning and Organizing	Transport and set up necessary equipment.	Ability to work independently to complete assigned tasks. Ability to determine the tools and equipment necessary for an assignment.
Project Management	Perform specific assigned tasks as part of a team on larger-scale projects.	Ability to interact as a productive member on a project team by completing assigned tasks.

JOURNEY

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Perform preventive maintenance by testing networks and interpreting test results. Read and interpret blueprints or other documentation.	Knowledge of network hardware and software operation, integration of operating systems and platforms and components of technology to diagnose routine problems. Ability to understand and apply common industry standards such as BISCI guidelines and National Electrical Code guidelines. Knowledge of data security requirements.
Technical Solution Development	Isolate network problems and performs appropriate remedial action.	Ability to implement a variety of solutions following standard operating procedures and documentation.

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		Ability to spot trends in recurring problems and assist in developing solutions.
Planning and Organizing	Perform installation of multimedia network wiring systems for a variety of project types including Ethernet, video distribution, fiber optics, broadband and telephony.	Ability to work independently with minimal supervision.
Project Management	Use a variety of specialized techniques to install or replace active system components.	Ability to complete a significant piece of a large project.
Consultation Skills	May serve as a lead worker on projects of a larger scale and propose solutions or options to customers.	Ability to communicate with customers to discuss alternative technical solutions.

ADVANCED

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Perform configuration and installation for a variety of project types and may serve as a liaison for external vendors. May serve as a technical expert for a specific functional area.	Understanding of the impact of new technologies on current systems. Knowledge of data security requirements.
Technical Solution Development	Propose modifications to plans or existing network systems by assessing user needs for projects of moderate complexity.	Ability to understand the root cause of a problem and not just the symptom to develop solutions. Ability to make suggestions for technical modifications to prevent future problems. Ability to make decisions on appropriate course of action for unusual problems.
Planning and Organizing	Determine necessary work tasks and resources. Assign tasks to other technicians in a lead worker capacity.	Ability to lead, plan and organize the work of others.
Project Management	Manage smaller scale technical projects, including responsibility for ensuring completion of documentation and time/material reports.	Ability to develop a project plan and manage technical projects involving the work of others.
Consultation Skills	Consult with higher-level analysts or other decision-makers by proposing solutions and/or assessing options. Conduct client orientations.	Ability to assess user needs and recommend small-scale solutions. Ability to convey technical needs and solution options to senior decision-makers.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Associates degree in Electronics, Networking Technology or a closely related degree: or graduation from high school and two years of experience or an equivalent combination of education and experience

SPECIAL NOTE

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.