

**City of San Rafael
Job Class Specification**

Job Title: Network Support Technician

SUMMARY

Under direct supervision, performs work of average to above average difficulty in providing technical support for microcomputer hardware, software and various devices such as terminals, lap top computers, printers, projectors, scanners, copiers, FAX machines, postage machines, & plotters. Handles all aspects of electronic document processes and supports various City activities through a centralized help desk, duplication center, and mailroom.

DISTINGUISHING CHARACTERISTICS:

This position is assigned to the Information Technology Division of the Management Services Department. It is the journey level position in the area of information technology and is distinguished from the Network Analyst job class whose assignments are generally more advanced in their work with networks, servers, and databases.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Trouble shoots work station problems and assists in network administration and maintenance.
- Performs and provides the City's support services for microcomputers, including the evaluation, selection, installation and maintenance of microcomputer hardware and software.
- Assists in system security, confidentiality, protocols, and backups.
- Coordinates the City's electronic document management program to include creating, duplicating, distributing, and storing a wide range of documents and other materials in both physical and electronic form.
- Uses general office automation and specialized software to create and advise others on creating documents and other material such as correspondence, reports, forms, web pages, flyers, and multimedia presentations.
- Receives, sorts, transports, and delivers mail, packages, and other materials to and from City departments and outside service providers.
- Assists with training on network applications and other topics related to assigned functional areas.
- Assists with the City's network communication equipment and workstation inventory.
- Maintains a variety of records and reports.
- Assists and maintains related support tools.
- Participates in presentations to employee and management groups.
- Prepares written reports.

KNOWLEDGE OF:

Local and wide area computer networking. Principles and techniques associated with maintaining telecommunications, computers, and electronic systems. Current technology in the areas of microcomputer hardware, software, and support systems. Document management principles. Help desk, duplication center, and mailroom operations. Training techniques and options. Connectivity of systems devices such as printers, laptop computers and other related equipment.

ABILITY TO:

Work with modern office, duplication center, and mailroom equipment and software. Assist with the coordination and implementation of programs to respond to customer request. Prepare written procedures and action reports. Work effectively with a wide range of customers. Provide technical assistance to other support staff and contractors.

EDUCATION AND EXPERIENCE:

Any combination of education and experience, which would provide the opportunity to acquire the knowledge and abilities, identified for this job class. A typical way of achieving these requirements would be:

Equivalent to an Associates degree from an accredited college. One year of full time experience in a position with similar responsibilities.

Valid drivers license required.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to moving mechanical parts and regularly works in indoor conditions and regularly works near video display. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

FLSA Status: Nonexempt
Prepared By: SEIU, Leslie Loomis and Gus Bush
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