

NETWORK ENGINEER
(Albany School District)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent, located in the Department of Information Technology, is responsible for the installation, maintenance and relocation of network and associated equipment at all of the City of Albany School District locations. This process also includes the installation of all network equipment software. Incumbents may be assigned to any departmental work shift and may provide support services to various departments utilizing automated systems

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Installs and relocates hardware and software for network equipment, including assembly, configuration and transport, in accordance with established procedures and instructions;
- Performs periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;
- Prepares network and associated equipment for installation;
- Modifies, updates and replaces internal network equipment parts and software as required;
- Lifts network equipment that may weigh as much as 50 pounds to place in, arrange around, or remove from the workplace for set-up, installation, repair, de-installation, or maintenance;
- Responds to maintenance service requests related to network equipment;
- Assists with the design of global network standards including communications protocols, security standards and related procedures;
- Receives user calls regarding network-related problems and performs the appropriate action to resolve the problem;
- Performs diagnosis of failures to determine whether they are induced by network software or hardware;
- Assists with the preparation of network documentation, specifications, standards, instructions and user manuals as needed;
- Notifies appropriate Information Technology staff of software or hardware failures and performs diagnostics;
- Travels to and from various School District off-site locations to install, test and repair computer-related equipment;
- Works with contract and vendor supplied personnel engaged in the installation, maintenance and repair of network hardware and software;
- Maintains operating records and prepares routine operating reports;
- Informs supervisor as to the status of all operating problems;
- Assists in managing inventory of network and associated equipment;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the components, operation, maintenance and repair of network equipment;

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- Good knowledge of data communications and basic electronics terminology;
- Good knowledge of standard communications protocols;
- Good knowledge of basic computer communications software;
- Good knowledge of personal computers and office equipment;
- Skill and dexterity in the use of tools;
- Ability to communicate with outside vendors on equipment and related problems;
- Ability to think logically;
- Ability to comprehend complex technical materials and understand basic wiring diagrams;
- Ability to see all colors of wire for connection purposes;
- Ability to lift moderately heavy items;
- Ability to assign and review the work of others;
- Ability to communicate clearly, both orally and in writing;
- Ability to move equipment and supplies;
- Ability to understand and carry out written and oral directions;
- Good judgment;
- Initiative;
- Resourcefulness;
- Reliability;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree which included or was supplemented by 15 credits* in computer science, information technology or closely related field and one (1) year of fulltime paid experience in the installation, operation, maintenance and problem-diagnosis of network equipment including hubs, routers and switches; **OR**
- (b) Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree which included or was supplemented by 15 credits* in computer science, information technology or closely related field and three (3) years of fulltime paid experience in the installation, operation, maintenance and problem-diagnosis of network equipment including hubs, routers and switches; **OR**
- (c) Graduation of high school or possession of a high school equivalency diploma and five (5) years of fulltime paid experience in the installation, operation, maintenance and problem-diagnosis of network equipment including hubs, routers and switches.

SUBSTITUTION: Certification from a network-training program that is vendor-approved may be substituted for one (1) year of the above stated experience.

SPECIAL NOTE: A valid NYS Driver's License and use of personal vehicle is required at the time of appointment and for the duration of employment.

NOTE: This position requires lifting of light to medium weight PC's, printers, etc., and also requires the physical ability to install computer wiring as necessary.