NETWORK/ SYSTEM TECHNICIAN
(City of Albany)

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for overseeing local area network systems and equipment. The incumbent coordinates Local Area Network (LAN) and/or Wide Area Network (WAN) installations and the subsequent on-going maintenance and support of such networks in addition to providing on-site support services on a wide range of technology services. The work is performed under the general supervision an upper level supervisor. Supervision is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Assists System Specialist with the coordination and implementation of migration from NT domain to active directory structure;
- Monitors and maintains local area network performance, resources, security and data integrity to include the upgrade and installation of software as required;
- Researches and consults with each department, unit or office regarding Local Area Network and Wide Area Network needs, plans the network infrastructure and oversees the installation of a Local Area Network and/or a Wide Area Network including configuring workstations and the server and installing hardware and software such as sound cards, CD ROMs, Ethernet cards and modems;
- Sets up user local area network accounts and access rights;
- Diagnoses and resolves Local Area Network and Wide Area Network, operating system and hardware and software problems;
- Performs routing maintenance of computers and peripheral equipment, upgrades computer hardware and/or software as needed and coordinates off-site repairs of computers and peripheral equipment;
- Tests LAN software, hardware and connectivity options, researches LAN industry trends, and recommends appropriate changes in hardware and software standards;
- Plans, implements and supports network solutions between multiple platforms;
- Prints reports, assigns passwords and manages security;
- Makes recommendations to supervisor and/or administration regarding hardware, software and other equipment to achieve improved information systems and methods and evaluate the implementation of same;
- Attends and participates in professional conferences and meetings;
- Maintains an up-to-date knowledge of computer networking and related issues by keeping abreast of current literature, journals and information;
- 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 Local Area Network and/or Wide Area Network computer systems;
- Good knowledge of personal computer operating systems and peripheral equipment;
- Good knowledge of computer hardware and software;
- Good knowledge of associated equipment and their integration into local area networks;
- Working knowledge of standard office practices and equipment;
- Ability to analyze and evaluate systems performance and operating system problems and implement solutions;
- Ability to follow complex written and oral instructions;
- Ability to develop and maintain effective working relationships;
- Ability to develop, design, coordinate and/or deliver technology training;
- Ability to maintain LAN or WAN performance and security;
- Ability to maintain related systems records and prepare reports;
- Ability to design, install, update and maintain a Local Area Network and/or Wide Area Network including those used for telecommunications;
- Ability to communicate effectively both orally and in writing;
- Ability to form and maintain effective working relationships;
- Tact, dependability, sound professional judgment;
- Good knowledge of personal computers and office equipment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A. Graduation from a New York State or regionally accredited college or university with a Bachelor's degree (or higher) in Computer Science or Computer Information Systems or a closely related field and two (2) years experience designing, installing, updating and maintaining a Local Area Network and/or a Wide Area Network; **OR**

B. Sixty (60) credit hours from a New York State or regionally accredited college or university towards a degree in Computer Science or Computer Information Systems or a closely related field and four years experience as described in (A) above.

C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.