



Title: Network Operations Technician

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to provide technical support to the District’s network infrastructure, including configuration, installation, maintenance, and operation of network equipment, servers, fiber optic and cabling systems, network and digital storage systems, wireless devices, network and digital video recorders and security cameras, SmartCard system components and devices, and fare and ticket payment systems, both in the field and at District facilities. This is accomplished by performing system maintenance, installing and implementing new equipment, troubleshooting, diagnosing and resolving network and server related problems, and providing input on performance and reliability reports. Other duties include serving as an on-call representative for after hours and weekend field support.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	H	Assists with performing field maintenance, inspection, configuration, repair and replacement of network, communications and surveillance infrastructure and equipment, including communications cabinets, radio antennas, cabling, wireless access points, network switches, patch cables, splice cases, surveillance cameras, digital video recorders, digital messaging signs, SmartCard system components, fare and parking vending systems, public address system components, power supplies, uninterrupted power supplies, cooling fans, etc. Maintains associated systems documentation.	40%
2	M	Assists with resolving server and storage system health and performance issues by monitoring server and storage system performance, security and error logs. Researches server and operating systems, system patches, driver updates, hot fixes and firmware updates. Performs server hardware maintenance and upgrades, including component removal and installation. Maintains associated systems documentation.	25%



3	M	Assists with resolving network health and performance issues by monitoring network performance, security and error logs and reviews syslog and simple network management protocol (SNMP) event data. Researches network switch/wireless access point/router updates. Performs network hardware maintenance and upgrades including component removal and installation. Maintains documentation on associated network configuration changes.	25%
4	L	Participates on project teams for communications and network infrastructure expansion and upgrades. Prepares project reports, maintains project schedules, spreadsheets and databases. Acts as technical liaison on District led projects and provides project communications updates through emails, memos, telephone calls. Maintains associated project progress documentation.	10%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two (2) year associate’s degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school in Computer Science, Computer Engineering or a related field. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of one (1) year experience supporting multi-server network environments, video surveillance systems, and/or wireless networks.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.



Reading	Intermediate – Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate – Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate – Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid California Class C driver’s license.

KNOWLEDGE
<ul style="list-style-type: none"> • Installation, configuration, and troubleshooting processes for operating systems and networks. • Research methodology and data analysis techniques. • Computer software methodology and data analysis. • Techniques and procedures of software and network support for multiple users. • TCP/IP network protocols, routing methodologies, OSI communications model and VLAN/QOS provisioning methodologies. • Network directory services (i.e. Active Directory, eDirectory, LDAP). • Server hardware such as tape and disk storage subsystems, UPS, and power management systems. • Network operating system (i.e. Windows Server 200X, Linux, OES). • Wireless communications protocols such as IEEE 802.11. • Principles of electronics, video and telecommunications systems and circuits.

SKILLS
<ul style="list-style-type: none"> • Word processing, spreadsheet, presentation and database software. • Specialized software related to functional area.



ABILITIES

- Learn analog/digital video camera and digital video recording systems and operations, including mechanical and electrical characteristics.
- Diagnose, troubleshoot and repair systems such as fare and parking vending systems, SmartCard payment and vending systems, including mechanical and electrical characteristics.
- Solve software and technical problems in a logical manner.
- Maintain working knowledge of a wide variety of commonly used hardware.
- Provide instruction on hardware and communicate technical information to users.
- Install, configure, troubleshoot and maintain network related applications and hardware.
- Learn network analyzers.
- Install, troubleshoot and maintain surveillance equipment.
- Learn Intermediate Structured Query Language (SQL).
- Conduct research (via phone or internet) to obtain undocumented solution(s) for hardware/software problems.
- Learn District policies, procedures and practices.
- Follow Help Desk procedures.
- Collaborate with others towards project planning and implementation, as well as support and maintenance activities.
- Communicate clearly and effectively, both orally and in writing, with internal and external contacts.
- Utilize time management skills and multi-tasking capabilities.
- Work independently within established guidelines.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-

Sedentary	Light	Medium X	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Observing work site; observing work duties; communicating with co-workers
Sitting	F	Desk work; meetings; driving
Walking	F	To other departments/offices; around work site
Lifting	O	Supplies; equipment
Carrying	O	Supplies; equipment
Pushing/Pulling	O	File drawers; equipment; tables and chairs
Reaching	O	For supplies; for files
Handling	O	Paperwork
Fine Dexterity	F	Computer keyboard; telephone keypad; calculator
Kneeling	O	Retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves/ground;
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground;
Twisting	O	From computer to telephone; getting inside vehicle
Climbing	O	Stairs; step stools
Balancing	O	On step stools
Vision	C	Reading; computer screen; driving; observing work site
Hearing	F	Communicating via telephone/radio; to co-workers/public
Talking	F	Communicating via telephone/radio; to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)	N	

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, personal computers, laptops, servers, AS-400, Windows, Linux, Netware, SQL server, Word, Excel, Access, PowerPoint, Visual Basic and other associated hardware and software, hand-held cable tester, calculator, telephone, copier, scanner, printer, hand tools, power tools, testing equipment.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	R
Electrical Hazards	R
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	S
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	S
Physical Hazards	S

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

Hard hat and safety vest on occasion when working in Light Rail right-of-way.

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.