



## Computer and Network Technician

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
1173	Non-Exempt	Technical / Paraprofessional	PEU Local 1	65	08/282003	Classified	1 of 2

**DEFINITION:** Under the direction of an assigned supervisor, assist with planning, designing, implementing and operating of computing networking systems including hardware and software, stand-alone, peer-to-peer and client/server operating systems in a major organizational unit at a college, satellite location or the District Office; plan, organize and monitor network and telecommunication operations; develop and perform system procedures; perform related duties as assigned. *This is a flex classification. Incumbents may progress to the Computer and Network Specialist after two years of experience as a Computer and Network Technician and passing a non-competitive job-related test.*

**DISTINGUISHING CHARACTERISTICS:** A Computer and Network Technician is the entry level class in the series and is assigned a wide range of duties that are routine and prescribed in nature involving basic repair, maintenance and computer system troubleshooting. Incumbents in this class may require assistance from a supervisor or co-workers. As experience is acquired, an incumbent is expected to perform with increasing responsibility. A Computer and Network Specialist is the journey level class in the series and performs a variety of technical duties related to hardware, software and networked computing systems. Incumbents at this level perform less routine work, regularly use independent judgment and discretion in the performance of duties, and frequently relate with management, faculty, staff, and students.

**EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS:** Duties/essential functions may include, but not be limited to, the following:

- Basic monitoring and operations of network and telecommunication hardware, software and cabling.
- Basic administration of user and group accounts, network-printing services, checking logs, tape backup.
- Provide user support for client/server computer systems, network systems and applications.
- Communicate with vendors and users to obtain information, and resolve problems.
- Participate in long-range planning efforts. Serve in an advisory capacity in determining appropriate hardware and software needs for networking and telecommunications.
- Implement technical procedures on hardware such as diagnostics, pre-failure checks, upgrades, and interoperability.
- Coordinate, conduct and participate in user and peer training.
- Maintain records of activities; develop and maintain system documentation.
- Exercise excellent customer service practices.
- Obtain ongoing training and information to keep skills and knowledge current.
- Communicate with faculty, staff and students via written, verbal and non-verbal methods in order to effectively provide technical services and instruction.
- Perform related duties as assigned.



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**MINIMUM QUALIFICATIONS:**

**Knowledge of:** PC operating systems and standard applications; PC repair and troubleshooting of hardware and software for stand-alone and networked computers; basic network support issues; network technologies including the operating systems, applications, protocols and topologies.

**Ability to:** Install, troubleshoot, and repair network hardware and cabling; install, troubleshoot, and repair workstation hardware and software; understand, carry out, and communicate oral and written instructions; exercise high level problem solving skills and follow-through on assignments; multi-task several jobs at one time under sometimes stressful conditions; exhibit a positive attitude towards fellow workers and displays a service orientation with customers; work as a team in a collaborative and supportive manner; use electronic test equipment and common small hand tools; comprehend technical manuals and instructions.

**Education/Training:** Equivalent to the completion of an Associate degree in computer science or related field. (Experience may be substituted for education on a year-to-year basis.)

**Experience:** Equivalent to one year of experience in network, workstation hardware and software support.

**License/Certification:** A valid Class C California Driver’s License.

**Actions:** Replaces Network Specialist Trainee classification. Adopted by the Governing Board on 08/27/2003.