



COMPUTER AND NETWORK TECHNICIAN

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Technical/Paraprofessional	PEU Local 1	65	06/09/22	Classified	1 of 3

DEFINITION

To implement and operate computer networking systems including hardware and software, standalone, peer-to-peer and client/server operating systems in a major organizational unit at a college, satellite location or the District Office; support and monitor network and telecommunication operations; and to develop and perform system procedures.

DISTINGUISHING CHARACTERISTICS

Computer and Network Technician – This is the journey-level classification in the Computer and Network Specialist series. This classification requires basic knowledge and experience to provide technical assistance to the District.

Computer and Network Specialist - This classification requires more specialized knowledge and experience to provide technical assistance to other staff.

Computer and Network Specialist, Senior - This is the most advanced level classification in the Computer and Network Specialist series. Incumbents at this level work relatively independently and act as a lead on troubleshooting servers and networks that often impact multiple locations.

SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Deploys, maintains and troubleshoots services across Local Area Network (LAN), Wide Area Network (WAN), physical and virtual switches, Active Directory, Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), Windows Internet Naming Service (WINS), cabling, and switch ports.
- Deploys, manages and troubleshoots applications/ services, client workstations, and network peripherals.
- Implements and administers user and group accounts, network printing services, Internet connectivity, security, and networked software applications.
- Provides consultation and guidance in using computer systems and applications.
- Communicates with vendors and users to obtain information; resolves problems and arranges and conducts demonstrations
- Participates in long-range planning.
- Tests hardware and software products and makes recommendations on their use.
- Implements technical procedures on hardware such as diagnostics, pre-failure checks, upgrades, and interoperability.



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- Maintains records of activities; develops and maintains system documentation.
- Communicates with faculty, staff and students via written, verbal and non-verbal methods in order to effectively provide technical services and instruction.
- Develops, tests and deploys software images for workstations. □ Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles, theories, methods, materials, and equipment used in the installation, operation, and maintenance of telecommunications, LAN, and WAN technologies including the operating systems, applications, protocols and topologies.
- Principles and practices of installing, operating and managing local and wide area networks and telecommunication equipment.
- Installation, application, maintenance and repair of telecommunications cabling.
- Installation, maintenance, and support of computer management and deployment software packages.
- Concepts and principles of security equipment, such as firewalls, Access Control Lists, Intrusion Detection Systems and routers.
- Peripherals such as printers and scanners.

Skill/Ability to:

- Recognize and resolve problems related to computer user programs, equipment, and basic network malfunctions; utilize diagnostic test procedures and instruments.
- Provide technical advice and assistance on matters relating to the installation, operation, and support of computer systems and peripherals.
- Implement and operate computers, network servers, Virtual Local Area Networks (VLANs), network peripherals, virtual environments, and SANs.
- Exercise problem-solving skills and follow through on assignments.
- Conduct and participate in end-user or peer training.
- Work effectively under pressure, adapting to changing demands.
- Use electronic test equipment such as cable testers and common small hand tools.
- Clearly communicate oral and written instructions to users with different levels of computer literacy.
- Understand technical manuals and instructions.
- Serve students, staff and faculty in a helpful, professional manner.
- Update technical skills to adapt to changing technology.
- Establish and maintain cooperative work relationships with those contacted in the performance of required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, race, ethnicity, gender identity, sexual orientation, age, mental or physical



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disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

EXPERIENCE AND TRAINING

- One year of experience in workstation hardware and software support

EDUCATION/LICENSE OR CERTIFICATE

- Possession of an Associate degree from an accredited college or university with a major in computer science, computer information systems, computer engineering, or a closely related field, or the equivalent. Experience may be substituted for education on a year-to-year basis.

Adopted: 07/01/17

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