

**City of Imperial Beach**  
**POSITION DESCRIPTION**

**Title:** Network Systems Technician  
**Department:** Finance  
**Division:** Information Technology

**GENERAL PURPOSE**

Under direction, to perform end user technical support and consultation for microcomputers and routine maintenance on the network system; to install and configure microcomputer hardware, software, and peripheral printers; to diagnose, troubleshoot, and resolve microcomputer hardware, software and connectivity problems for end users. Provide help desk assistance to users of City's systems, including but not limited to Microsoft operating systems, Microsoft Office applications, Microsoft Outlook, and Citrix Metaframe Access Suite; assists in maintaining City Website; provide technical assistance to end users in support of networked systems.

**SUPERVISION RECEIVED**

Works under the general supervision of the Network Systems Administrator.

**SUPERVISION EXERCISED**

None.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Install, upgrade, and troubleshoot microcomputer software and hardware; configure computers according to City standards; install and configure host software as required.

Perform on-site and telephone support and consultation to end users regarding office automation including word processing, spreadsheets, databases, graphics, desktop publishing, and web site.

Maintain connectivity with City network, diagnose and troubleshoot basic problems with network servers, printers, routers, hubs, switches and peripheral equipment.

Provides support in the installation and set up of computers, servers and networks by installing cabling and wiring for systems and peripheral equipment.

Conducts systems and database back-ups as necessary; files back up tapes and maintains tape library.

Provides assistance to Network Systems Administrator in the evaluation, selection, acquisition and implementation of computer hardware and software. Monitors computer systems, networks and applications for response time, problem prevention, performance, and resource utilization.

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Performs basic network administration duties such as monitoring or adding applications, users and devices, modifying user profiles, re-setting passwords and file maintenance; monitors storage utilization; documents all network changes and revisions.

Conducts training sessions with desktop users; provides information on system and application functions; communicates user access rights. Stays abreast of new information technology trends and innovations; reads appropriate literature and attends training as necessary.

Maintain accurate and complete records and provide reports to Network Systems Administrator regarding system hardware and software components and performance, and end users problems and issues.

**PERIPHERAL DUTIES**

Maintain a California Class "C" Drivers License.

**DESIRED MINIMUM QUALIFICATIONS**

**Education & Experience**

Equivalent to the graduation from High School supplemented by one year of college level course work or equivalent certifications in information systems, computer science or a related field. Experience in a networked environment may be substituted on a one for one basis for up to one year of college level course work or equivalent certifications.

**License or certificate:**

CompTIA or Microsoft Certifications are desirable.

**KNOWLEDGE OF**

Principles and techniques of microcomputer hardware and software installation, operation and troubleshooting.

Methods and techniques for performing connectivity testing, network analysis, and troubleshooting.

Theories and applications of computer science.

Computer systems, programming, and networking.

Personal computer hardware and software components.

Unix and MS Windows operating systems.

Operational characteristics of local and wide area network systems.

Principles and practices of troubleshooting computer system hardware and software problems.

Principles and practices of basic network administration.

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Principles and practices of customer service, including instruction and training.  
Operational characteristics of various computer software packages.  
Operational characteristics of a variety of communication equipment and devices.  
Computer logic and mathematics.  
Internet accessibility process and procedures.  
Principal languages used in information systems programs.  
Web site development and maintenance.  
Basic record keeping techniques.  
Research techniques, methods, and procedures.

**ABILITY TO**

Respond to requests and communicate technical information to a wide variety of users.  
Provide instruction and training to end users for various Microsoft and other software applications.  
Read and comprehend microcomputer hardware and software documentation to solve end user problems.  
Perform minor repairs on computer equipment.  
Analyze and define microcomputer connectivity problems and conceptualize practical solutions.  
Troubleshoot a variety of microcomputer systems hardware and software.  
Test and repair network cabling problems.  
Communicate clearly and concisely, both orally and in writing.  
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

**Environment:**

Standard office setting. Exposure to temperature swings from cool, controlled environment in computer room to warmer outer office areas; mechanical hazards of moving equipment parts; electrical hazards of electronic equipment; explosive hazards of batteries and power supplies; possible radiation hazards from CRT's, printers and copy machines; dust of excessive paper products; potentially toxic substances of cleaning chemicals. Work unscheduled breaks. Overtime or flexible hours may be required infrequently due to emergencies or for system maintenance. Work environment is informal, team-oriented, having both routine and variable tasks, with variable pace and pressure.

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**Physical:**

Primary functions require sufficient physical ability to work in an office setting and operate office equipment. **CONTINUOUS** sitting, downward flexion of neck, side-to-side turning of neck; pinch grasp, finger pressure, and fine-finger dexterity to hold and/or manipulate writing utensils and operate computer keyboards. Approximately 70-80 percent of time involves computer keyboard operation. **FREQUENT** pushing/pulling, twisting at waist. **OCCASIONAL** walking, bending and stooping, reaching at and above shoulder level, upward flexion of neck; lifting objects weighing up to 10 lbs. from below waist to above shoulder level and transporting distances up to one city block. **INFREQUENT** standing, squatting, crawling, climbing, kneeling; lifting objects weighing 11-25 lbs.. From below waist to shoulder level and transporting distances up to 10 feet with or without assistance; moderate wrist torque to operate knobs and dials; power grasp to hold equipment.

**Vision:**

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

**Hearing:**

Hear in the normal audio range with or without correction.