Jurisdictional Class: Competitive
Adopted: May 10, 2012
Revised:

NETWORK AND SYSTEMS TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This technical position involves responsibility for designing, installing, and maintaining the computer technology functions of a school district, including computer networking and website design. The incumbent is also responsible for the maintenance and repair of all computers and computer related equipment. The work involves analyzing and identifying hardware and software problems and network problems, and correcting them. The work is performed under general supervision of an administrative superior with wide leeway allowed for exercise of independent judgment in carrying out technical details of the work. Supervision may be exercised over the work of subordinate personnel. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)
Designs, installs, and maintains the computer technology functions of the school district, including computer
        networking and website design;
Helps interpret the district's technology plan including the district's acceptable use policy for teachers,
        administrators, staff, parents, and members of the community;
Sets up, upgrades, maintains, and performs maintenance on all computers, networks, and peripheral equipment
        within the organization;
Creates and maintains a district website;
Maintains and manages existing computer network, and diagnoses problems on-site or by means of help desk
        staff with user telephone consultations;
Installs and configures file servers, print servers, communications servers, network switches, existing and future
        computer workstations and printers (network and desktop);
Installs wiring and fiber optic cables and tests wiring;
Sets up new equipment and loads new software as appropriate and observes, maintains, and promotes the use of
        standards when setting up equipment;
Provides systems analyst functions in the evaluation of software and hardware, and tests new computer
        hardware and software for interoperability and functionality with existing systems and software;
Researches and evaluates new computer and network products;
Maintains various non-personal computer user interfaces used within the organization;
Provides on-site trouble shooting for hardware and software problems within the organization, utilizing staff
        and other district personnel as resources during such trouble shooting;
Works with vendors to configure and troubleshoot routers, circuit problems, and various third party software
        applications;
Consults with vendors, distributors, and users regarding the purchase of computer hardware, software, and
        networks;
Maintains an inventory of all computers and computer related equipment, monitors and records repair and
        maintenance for such equipment, and maintains hardware repair histories and related records;
Coordinates and conducts computer workshops for users to provide training, up-to-date information, and support
        for use of the systems;
Demonstrates and trains users in the operation and maintenance of computer hardware and software;
Ensures security and efficiency of computer systems, establishes and maintains network security, develops and
        maintains timely backup procedures, ensures proper software licenses, and maintains related records;

Network and Systems Technician

Attends seminars and technical education classes to keep abreast of current trends in information technology
and to maintain up-to-date knowledge of new trends and technology for computers, hardware, software,
website, and networking;
Prepares a variety of records and reports in connection with the computer technology functions of the district.

FULL PEPFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:
Good knowledge of the installation, operation, care, and maintenance of computers and computer systems;
Good knowledge of logical operations of computers and data communication devices;
Good knowledge of configuration of local and wide area network and internet administration;
Working knowledge of computer center operations and planning;
Working knowledge of modern office methods and techniques;
Skill in systems analysis, diagnosing and trouble-shooting hardware and software problems, web development,
network development, applications programming, and configuration of work stations;
Ability to define and recommend computer hardware and software;
Ability to develop and conduct workshops related to computer operation and maintenance;
Ability to deduce problems logically;
Computer literacy;
Ability to establish and maintain effective working relationships with staff, co-workers, and all levels of
administration;
Ability to organize and supervise the work of others engaged in computer operations;
Ability to train others in computer system operations;
Ability to follow oral and written instructions;
Good communication skills both oral and written.

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited or New York State registered college or university with a
Bachelor's Degree in Computer Science, Computer Technology, Data Processing, Management Information
Systems, Information Resource Management, or technology related field and one (1) year of technology
related experience involving the configuration of networks, website design and maintenance, and the
maintenance and installation of computer hardware and software; or

(b) Graduation from a regionally accredited college or university with an Associate's Degree in Computer
Science, Computer Technology, Data Processing, Management Information Systems, or technology related
field and three (3) years of experience as defined in (a) above; or

(c) Graduation from high school or possession of a high school equivalency diploma and five (5) years of
experience as defined in (a) above; or

(d) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or
specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of
Education. If your degree was awarded by an educational institution outside the United States and its
territories, you must provide independent verification of equivalency. A list of acceptable companies who
provide this service can be found on the Internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay
the required evaluation fee.