

City of Grand Rapids Job Description

Job Title: Network Technician
Department: Information Technology
FLSA Status: Non-exempt
Approved By:
Approved Date:

Summary: This position is expected to perform computer support and related technology support services for the City, configuring hardware and software, making recommendations on technology related purchase, installing network infrastructure, performing diagnostics and troubleshooting, completing maintenance and repair of information technology hardware, acting as a front-line helpdesk support specialist, and related work as apparent or assigned. Work is performed under the general direction of the Director of Information Technology and Assistant Information Technology Director.

Essential Duties and Responsibilities: The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to that position. Other duties may be assigned.

Knowledge, Skills, Abilities and Competencies Required: The requirements listed below are representative of the knowledge, skill, ability and/or competency sets required to complete the essential functions at a satisfactory level.

- Comprehensive knowledge of the technical manuals, policies, practices, and procedures governing information technology in the public sector; Knowledge of computer technology and terminology.
- Thorough knowledge of networking, physical and virtual server systems, PC imaging, general corporate software, cellular devices, printers, PC maintenance.
- Thorough knowledge of TCP/IP protocol and ethernet topology.
- Thorough knowledge of voice, data, and video telecommunications – switches, routers, firewalls, fiber optic technology, modems, and PBX telephone systems.
- Thorough knowledge of system design, standard programming techniques, file access techniques and documentation procedures.
- Thorough knowledge of computer hardware and software capabilities and limitations.
- Thorough knowledge of all computers (networked and stand-alone), network cabling, related equipment, and software.
- Working knowledge of various software packages commonly used in a corporate network and the ability to learn new software quickly and efficiently.
- Comprehensive skills in designing, installing, and maintaining technical systems for use in the public sector, creating standard technical documentation, and operating standard office equipment and related hardware and software.
- Customer service skills and/or experience are necessary.
- Ability to think logically and analyze and interpret technical problems.
- Ability to organize and provide direction for both technical staff and end users. Good oral and written communication skills, strong interpersonal relations skills, research skills, time management skills, prioritizing skills, and user training skills.
- Valid driver's license.
- Ability to learn and facilitate the operation of various cyber security systems.
- Ability to operate telephone and recording equipment.

- Ability to calculate rates, ratios, and percentages.
- Ability to make arithmetic computations using whole numbers, fractions, and decimals.
- Ability to apply complex mathematical skill to network subnetting.
- Ability to effectively interact with staff, elected officials, end users, and associates.
- Ability to communicate effectively, both orally and in writing.
- Work with limited supervision and use discretion to act independently, within the boundaries of established policy and assigned duties, including, but not limited to, establishing priorities, and accomplishing objectives established by the Director or Assistant Director of Information Technology, demonstrating a creative balance of demands for service from all sectors of the City.
- A high degree of tact, good judgment and confidentiality is required; Keep open lines of communication and be open and flexible in dealing with problems.
- Ability to use problem solving skills, which is inherent in this position, including not only the expected problems with hardware and software, but also problems that involve projects, staff requests for assistance with computer use and administrative need for assistance.

Education and/or Experience

Associates/Technical degree in Information Technology, or related field and considerable experience working in information technology, or a minimum of five (5) years equivalent combination of education and experience, working in a technology-related field.

Valid driver's license in the State of Minnesota, or the ability to obtain within six (6) months.

Physical Demands This work requires the occasional exertion of up to 50 pounds of force; Work regularly requires standing, walking, speaking or hearing, using hands to finger, handle or feel, stooping, kneeling, crouching or crawling, and reaching with hands and arms, and occasionally requires sitting, climbing or balancing, pushing or pulling, lifting and repetitive motions; Work requires close vision, ability to adjust focus, depth perception and color perception; Vocal communication is required for expressing or exchanging ideas by means of the spoken word; Hearing is required to perceive information at normal spoken word levels; Work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, assembly or fabrication of parts within arm's length, operating machines, operating motor vehicles or equipment, and observing general surroundings and activities; Work frequently requires working near moving mechanical parts, exposure to fumes or airborne particles, and exposure to the risk of electrical shock, and occasionally requires exposure to outdoor weather conditions, and exposure to vibration; Work is generally in a moderately noisy location (e.g. business office, light traffic).

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.