

Title: Network Technician	Effective Date: June 25, 2016	Grade: XIV	Job Category: Technician
Prior Title: Network Technician I, II, III	Prior Effective Date: May 11, 2012	Grade: X,XII,XIV	Page: 1 of 1

CHARACTERISTICS OF WORK

Under supervision of the Network Manager, this position supports and maintains network equipment including planning, designing, installing, configuring, and upgrading network hardware, software, and communication links for optimal performance; and diagnosing and resolving network hardware and software problems in a timely manner so end users can accomplish business tasks.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Field incoming help requests from end users regarding network performance in a timely and courteous manner.
- Apply diagnostic utilities and access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in network problem resolution.
- Perform hands-on fixes at the network level, including installing and upgrading software, hardware and configuring systems and applications.
- Install, configure, test, maintain, monitor, and troubleshoot network hardware, peripheral devices, network operating systems, and software products.
- Research and recommend network products, services, protocols, and standards in support of procurement and development efforts.
- Work with third-party support and equipment vendors to resolve network problems.
- Prepare and ensure accuracy of documentation, procedure manuals, and help sheets for network installations, including data, voice and video systems.
- Contribute to team/committee meetings with vendors, staff, and end users to help ensure the success of complex network related projects.
- Assist in developing business continuity and disaster recovery plans, maintain current knowledge of plans, and respond to emergency network outages in accordance with the plans.

MINIMUM REQUIREMENTS

The educational equivalent to a bachelor's degree from an accredited college or university in computer science, management information systems, or related field, OR the educational equivalent to a diploma from an accredited high school plus four years of advanced training or work in a network support role. Knowledge of network hardware and software environments. Well-developed sense of urgency and follow-through. Occasional overnight emergency travel.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.

