

Network Technician

Position Code:

WC Code: 9410

FLSA Status: Non-Exempt

Pay Grade: 355

Location: Innovation and Technology

Approval Date: 2023

General Statement of Duties

Responsible for overseeing and organizing daily requests for the Town's surveillance system and related technologies. Performs maintenance and upkeep on surveillance hardware as well as maintenance and updates on firmware and software.

Distinguishing Features of the Class

An employee in this class provides surveillance system support across all the Town's deployed equipment. This includes, but is not limited to DVRs, cameras, network switches, workstations, keyboards, monitors, and all related surveillance computers/equipment. Assist in camera technologies and setup related to the Police Department's real-time crime center.

Duties and Responsibilities

Install, operate, maintain, and repair surveillance equipment for indoor and outdoor sites. Work with the Infrastructure team to schedule cabling for new device deployments.

Develop and assist with training on the VMS and other surveillance operation systems.

Provides daily and proactive monitoring, maintenance, and regular updates to Town's surveillance system.

Test, troubleshoots, corrects and uses diagnostic tools and utilities to resolve surveillance system problems.

Responsible for working with other IT staff and handling tickets as they relate to the Town's surveillance system.

Create and maintain surveillance system documentation and best practice guidelines.

Participate in the design, configuration, and implementation of projects related to the Town's surveillance system.

Assist infrastructure team with projects on all infrastructure aspects including switches, routers, VoIP, firewalls, access points, servers, and other networking devices.

Assist infrastructure team with tier 1 tickets on all network and systems devices.

Work with vendors and other support services for purchases, product issues, or escalated ticket issues.

Tracks, catalogs, and tracks inventory for surveillance systems and other related devices.

Talking users through a series of actions, either face-to-face, over the phone, or virtually, to help set up systems or resolve issues.

Performs other tasks as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of VMS, camera hardware, camera operations, and the backend server operations that support these devices. Emphasis on experience with Milestone VMS and Axis camera devices.

Knowledge of servers, deployment, and operation including OS setup, software install, updates, CPU, RAM, hard drives, and other related equipment.

Knowledge of infrastructure devices and their operations, including switches, routers, VoIP, firewalls, access points, servers, and other networking devices.

Ensure security best practices during all deployments, configurations, and updates.

Ability to understand and follow written and oral instructions.

Ability to establish and maintain effective working relationships with officials, department heads, employees, the general public, and vendors.

Ability and desire to keep current and actively seek new technology solutions and apply them to Town operations.

Ability to work independently with minimal supervision.

Skill and ability to provide excellent customer service.

Some knowledge of general office procedures, practices, and equipment.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 20 pounds of force occasionally; 10 pounds frequently and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to inspect, analyze, and repair computers and other technology.

Minimum Education and Experience

Bachelor's degree from an accredited college or university with major course work in computer technology, networking, security, or other related field and two to five years of experience in infrastructure, networking, switching/routing, VMS, and other surveillance system devices; or an equivalent combination of education and experience

Preferred Qualifications

CCNA, Network+, Milestone Certified Integration Technician (MCIT)

Special Requirements

Possession of a valid North Carolina Driver's License