

Storey County Job Description

Network Support Technician I

Class Title: Network Support Technician I
Reports To: IT Director
FLSA Status: Non-Exempt
Created: 06/28/11
Last Revised: 03/10/2021

JOB SUMMARY

Under general supervision and direction performs a variety of simple to routine tasks involving installing, maintaining, and upgrading personal computers, hardware and software, networking systems, servers, telecommunications equipment, security systems, printers, and other such hardware, and other information technology devices.

DISTINGUISHING CHARACTERISTICS

This is an entry-level position in the Network Support Technician series. The class is distinguished from other classes in the series by the level of experience, skills, and independence and decision making.

EXAMPLES OF ESSENTIAL FUNCTIONS

The duties listed below are examples of the work typically performed by an employee in this position. Performance of these functions is the reason the job exists. An employee may not be assigned all duties listed and may be assigned duties which are not listed below.

1. Assists in reading, interpreting, and applying manuals, drawings, schematics, and specifications related to the information and communications technology field.
2. Exhibits continued and progressive knowledge, competency, and application in the most current development, configuration, operation, maintenance, troubleshooting, and repair of hardware and application software, operating systems, networking systems, servers, security systems such as cameras, door locks, alarms, panic buttons, switches and routers, wireless communications devices, microwave communication devices, and other applications related to this field.
3. Assists in evaluating efficiency of software and hardware usage, providing items to be covered in training of users, making them more efficient.
4. Assists in the installation of hardware and software on the Local Area Network (LAN).

5. Assists in adding and maintaining users and computers on the Active Directory LAN; assigns application access, ensures proper security, and maintains configurations according to established standards.
6. Assists in the ordering and assembly of PC hardware, assists in maintaining and updating County inventory system.
7. Assists in maintaining network security and taking corrective action as needed.
8. Manages fleet vehicle maintenance, scheduling and documentation.
9. Installs, configures, and maintains work station PCs, local programs and software, local and network security software, firewalls, Office 365 and remote access hardware and software.
10. May respond to client/staff inquiries concerning systems operation and diagnostic systems, hardware, software, and other related components within established boundaries.
11. May assists in the installation and maintenance of local and inter-local microwave communications links for the county's networks, and other uses.
12. Assists with installation and maintenance of information technology hardware and software, assists with 3rd party vendors to install and troubleshoot departmental software.
13. Assists in the development and conducts end-user training on software, applications, and other uses.
14. Responds to client inquiries concerning general PC and other assigned hardware repairs and maintenance; may make necessary corrections to operator errors.
15. Serves as a representative of Storey County and the IT Department; demonstrates a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
16. Assists with backup software monitoring and media rotation.
17. Assists with server statistics and monitoring and documentation.
18. Assists in the development and coordination of departmental goals and objectives as well as policies and procedures necessary to provide assigned personnel services; recommends and assists in the development and implementation of modified systems, policies and procedures.
19. Maintains all required certifications and licenses; attends and participates in professional group sessions; stays abreast of new trends and innovations related to the field.

SECONDARY FUNCTIONS

The duties listed below are examples of duties which may be performed on an occasional basis as needed during times of emergencies.

1. As needed, may respond to call-out in emergencies, other than normal working hours. For example, may respond to and actively participate in all-hazard Incident Command Systems (ICS); may provide assistance in the integration of facilities, equipment, personnel, procedures, and communications operating within a common organization ICS structure; may assist in coordinating responses among various jurisdictions and functional agencies, both public and private; and may assist in establishing common processes for planning and managing resources in the ICS; may assist departments on their emergency management and ICS plans.

QUALIFICATIONS:

Knowledge of

1. Universal information technology vocabulary, techniques, and principles.
2. Basic understanding of personal computer systems; software application, installation, and removal.
3. Basic principles of organizational regulations, policies, procedures, and ethics as applicable to information technology systems.
4. Correct English usage including grammar, punctuation, and vocabulary.
5. Principles of customer services and working within a team-oriented work environment; methods and techniques for dealing with the public during stressful situations.

Ability to

1. Read, interpret, and apply general manuals, drawings, schematics, and specifications related to the information technology field.
2. Apply, install, and remove computer software and basic hardware; assist in installing and maintaining network hardware and software.
3. Follow policies, regulations, projects, activities, and methods; follow programs consistent with regulations and county policies, goals, and objectives; understand, interpret, and apply policies and regulations in an efficient and practical manner; find and compile computer data and present it in an understandable manner to higher level staff; and communicate clearly and concisely orally and in-writing; maintain accurate records and prepare clear and concise simple and complex reports, correspondence, and other written materials.
4. Exercise sound independent judgment within established guidelines; work effectively under pressure of deadlines, conflicting demands, and emergencies; establish and maintain

effective working relationships with all levels of county employees; and gain cooperation through discussion and persuasion.

5. Carry out and actively participate in an assortment of special and ongoing projects.
6. Type at a sufficient rate and with accuracy to perform the functions of the position.
7. As allowable by law, maintain and handle information in a highly confidential manner.
8. Continue education and training to remain current on latest policies, practices, and required certifications.

LICENSING, EDUCATION & OTHER REQUIREMENTS:

1. Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is:
 - a. Associate's Degree in Computer Science, Information Technology systems, or a closely related field;
 - b. Network Support Technician certification;
 - c. At least 2 years of experience in personal computer application systems including software and hardware use, installation, and removal; or
 - d. A combination of experience and education.
2. Possess and maintain a valid Nevada Class "C" Driver License.
3. The ability to pass a criminal background investigation.
4. Acquire CJIS Level 4 Security Awareness Certification within 3 months of employment.
5. Acquire A+ Certification or Higher Certification within 9 months of employment.

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT: The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- ***Physical Requirements.*** Strength, dexterity, coordination, and vision to operate a computer, keyboard, and video display terminal for prolonged periods; strength and stamina to bend, stoop, sit, kneel, and stand for prolonged periods; strength and stamina to walk on uneven or slippery surfaces, climb ladders and scaffolding, walk on high roof tops, enter confined spaces, and operate a motor vehicle over short and long distances; dexterity and coordination to handle files, single pieces of paper, and manipulate small and intricate pieces of computer hardware; occasional lifting of files, stacks of paper or reports, references, and other materials; some reaching for items above and below desk level; some heavy lifting (up to 60 pounds) is occasionally required; ability to communicate via telephone and other telecommunications equipment.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

- **Working Environment.** Work is typically performed under the following conditions: position functions indoors in an office type environment where a portion of work is performed at a desk and on a computer; work is performed in outdoor environments with intermittent to frequent exposure to a variety of extreme weather conditions, including heat, rain, snow, cold, wind, and dust; and work may occasionally occur in confined spaces and on high roof tops and similar environments. Other conditions such as dust, fumes, noise, and odors may occur. Work is typically performed independently and with minimal supervision. Frequent travel by motor vehicle from the office to work sites occurs. Frequent interruptions of planned work occur.


This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

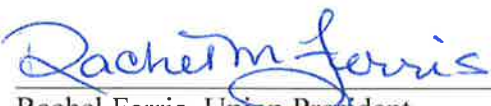
Effective the 11TH day of MARCH, 2021.


Upon approval the above language shall be amended into the Agreement between Storey County Government and Storey County Employee’s Association AFSCME Comstock Chapter.

Storey County Government

Storey County AFSCME Local Union


 Austin Osborne
 County Manager


 Rachel Ferris, Union President
 AFSCME Comstock Chapter


 Tobi Whitten
 Human Resources Director

