

Storey County Job Description

Network Support Technician II

Class Title: Network Support Technician II
Reports To: IT Director
FLSA Status: Non-Exempt
Created: 06/28/11, 07/07/14
Last Revised: 03/10/2021

JOB SUMMARY

Under general direction, performs a full range of duties in the Network Support Technician series, including 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 intermediate-level position in the Network Support Technician series. This class is distinguished from the Network Support Technician I by the complexity of duties required and level of independence in work. The incumbent at this level receives minimal instruction and assistance, and independently resolves new and unusual situations when they arise. The incumbent is fully aware of operating procedures and policies of the work unit. The position includes proven ability to take on a high level of responsibility, work independently and with a team, rapidly prioritize and execute multiple tasks, and meet demanding deadlines.

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. Reads, interprets, and applies complex manuals, drawings, schematics, and specifications related to the information and communications technology field.
2. Maintains a professional level of 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. Monitors and evaluates efficiency of software and hardware usage, providing items to be covered in training of users, making them more efficient.

4. Installs and manages hardware and software on the Local Area Network (LAN), and coordinates with 3rd party vendors to install and troubleshoot departmental software
5. Adds and maintains users on the LAN; assigns application access, ensures proper security, and maintains configurations according to established standards.
6. Oversees 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. Creates end user and backend documentation for operational procedures.
9. Configures and maintains organizational internet and intranet web applications and proprietary software; 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. Responds to client/staff inquiries concerning systems operation and diagnostic systems, hardware, software, and other related components.
11. Assists in the configuration and maintenance of networks including, but not limited to, Transmission Control Protocols (TCP), Internet Protocols (IP), Dynamic Host Protocols (DHCP), IP addressing, and sub-netting.
12. Assists in the configuration and maintenance of Cisco routers, security appliances, and switches including, but not limited to, Hewlett Packard and Extreme Network switching equipment for Storey County, and other uses.
13. Assists in the configuration and maintenance of local and inter-local microwave communications links for the county's networks, and other uses.
14. Configures and maintains servers and other administrations; multiple servers in multiple networks; standard Windows user accounts; Active Directory accounts, permissions, and servers; Microsoft Exchange, including mailbox management, policy setting, distribution group upkeep, and email flow; SPAM filters; Application System-400 (AS400) systems, Tyler and DevNet, and report generation.
15. Configures and maintains server clusters, clouds, and virtualization software services, such as VMotion; configures and manages integration of Storage Area Networks (SAN) and switching equipment for use with the SAN, and the backup environment.
16. Monitors and assure the effectiveness and functionality of network security, fault tolerances, disaster recovery systems, and electronic data management.
17. Oversees backup software monitoring and media rotation.
18. Oversees server statistics and monitoring and documentation.

19. Assists in the development and conducts end-user training on software, applications, and other uses.
20. Monitors and evaluates work and data and document flow; develops, recommends, and implements appropriate use of technologies to improve and optimize work and data flow.
21. Performs remedial actions to correct identified problems with hardware, software, networking, and other systems; evaluates, installs, upgrades and maintains Windows operating systems, application software for the organization's PCs, and other equipment.
22. Responds to client inquiries concerning systems operations; diagnoses and makes necessary repairs to system hardware and software; makes necessary corrections to operator errors.
23. Provides written documentation on a monthly basis which defines upcoming needs of the organization and the network for orders and purchases.
24. Monitors and reports licenses on applications to assure compliance.
25. Monitors load balance on servers and manages the system accordingly.
26. 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.
27. 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.
28. Maintains all required certifications and licenses; attends and participates in professional group sessions; stays abreast of new trends and innovations related to the field.
29. Provides initial orientation and training for newly hired Network Support Technician I.

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. Applications in the most current development, configuration, operation, maintenance, troubleshooting, and repair of hardware and application software, operating systems, networking systems, servers, security systems, switches and routers, wireless and microwave communication devices, and other applications related to the information technology field.
2. Operational characteristics of server class and personal computer systems, various computer programs, software packages, and programming language.
3. Principles and practices of computer science, information technology systems, programming, software management, and 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.
6. Basic principals of leadership.

Ability to

1. Read, interpret, and apply complex manuals, drawings, schematics, and specifications related to the information technology field.
2. Develop, configure, and manage software, hardware, and other computer systems to improve efficiency within the organization network; implement and update networks and security measures on a continuous basis; prepare detailed written descriptions of user needs and steps required to develop and modify computer programs; review network and computer system capabilities to determine if requested applications or application changes are needed and possible.
3. Analyze policies, regulations, projects, activities, and methods; implement programs consistent with regulations and county policies, goals, and objectives; understand, interpret, and apply policies and regulations in an efficient and practical manner; present findings, recommendations, and policies to individuals and groups in an understandable and persuasive manner; gather and analyze a variety of data and prepare appropriate reports; 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. Work independently with minimal supervision; 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. Bachelor'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 analysis, design, implementation, maintenance, and management of networks, hardware, and software applications; 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 Network+ 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.

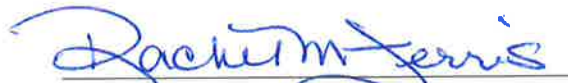
Upon approval the above language shall be amended into the Agreement between Storey County Government and Storey County Employee’s Association AFSCME Comstock Chapter.

Storey County Government

Storey County AFSCME Local Union



Austin Osborne
County Manager



Rachel Ferris, Union President
AFSCME Comstock Chapter



Tobir Whitten
Human Resources Director