

To College Council 3-8-16

Job Description/Title: Network Technician

Approved, Bargaining Unit President:

Approved, MPC Associate Dean, Human Resources:

Board Approved:

MONTEREY PENINSULA COLLEGE

NETWORK TECHNICIAN

JOB SUMMARY

Under the direction of the Director of Information Services, research, identify, and provide hardware and /or software solutions for the District to include installation, upgrade and repair. Update and maintain technical documentation. Provide technical training for technical and non-technical staff. Test and perform maintenance on network infrastructure and systems. Work on special projects, as assigned.

Primary Responsibilities

1. Installs communication cabling including but not limited to network, fiber, telephone, audio and video.
2. Assists in the installation and maintenance of the District's network infrastructure.
3. In coordination with the District's Help Desk, provides the faculty and staff with support.
4. Install and maintain uninterruptable power supplies.
5. Contribute to maintaining current documentation of all installed technology infrastructure assets.
6. Maintain computer configurations and disk images. Performs operating system application updates as required.
7. Run diagnostic tests for equipment repairs for computers, printers and other peripheral equipment according to District procedures.
8. Identify trends in support for computer or network related equipment or services to better meet the needs of the campus.
9. Perform preventive maintenance on servers and networking equipment as identified.
10. Maintain Server operating system patches and updates to ensure a secure computing environment.
11. Monitor systems as specified and respond to automated messages and Help Desk requests regarding core infrastructure systems.
12. Coordinate upgrade activities with all appropriate personnel and end user departments.
13. Train and assist coworkers, faculty, staff and students in the use of network services.
14. Assist Network Engineers to manage and maintain campus imaging services.
15. Back up for IT PC Technicians and Network Engineers duties including, but not limited to network hardware installation, troubleshooting and repair, basic network account configuration, email and telephone issue troubleshooting.
16. Perform related duties and temporary and vacation relief as required.
17. Assigned to projects, including long-term, as needed.
18. Completes required paperwork as needed such as work orders, warranty registration and inventory control forms.
19. Troubleshoot issues by working with 3rd party vendors, assisting as needed.

20. Assist Director of Information Systems and Network Engineers to develop processes and procedures.
21. Manage and maintain system and network backups.
22. Participate on college committees as assigned.
23. Other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience

Any combination of education, experience and training that would indicate possession of the required knowledge, skills and abilities listed here in. For example, completion of college coursework in computer skills or a related field or three or more years of recent experience troubleshooting and repairing servers and network infrastructure; a college degree in computer science or current industry certifications are preferred.

Knowledge

Knowledge of: Windows Server operating systems in an Active Directory environment; Windows, Macintosh and Chrome operating systems; Google applications; network hardware, peripherals (scanners, printers, etc.) and software; troubleshooting techniques; current office methods and practices.

Abilities

Ability to: analyze problems and implement or recommend solutions; prioritize tasks and do several tasks simultaneously; accurately and efficiently install new software as required; write software documentation as needed; listen effectively; display expert and innovative use of hardware and software concepts and principles; quickly learn and adapt to new software applications; quickly learn and be able to provide assistance in new technologies and software as needed to fulfill requirements of the job; analyze system behavior and quickly and correctly interpret and resolve complex computer problems; analyze and maintain network architectures; write reports and memos as needed; use appropriate and correct English grammar, punctuation and spelling; communicate effectively in both oral and written form, establish and maintain effective working relationships; demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

WORK ENVIRONMENT

Primarily an indoor working environment. Moderate physical effort. May require stooping, bending, kneeling, periodic lifting up to 50 pounds, crawling and walking. Requires dexterity to connect network and server equipment, peripherals, and make minor repairs to computer equipment. May require travel to other college sites and locations.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license. Employee must be insurable by the employer's insurance carrier at all times while employed in this classification.