

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB396 Network Technician III
POSITION #/TITLE: 2505, 2506, 2507 Network Technician III	Adopted: 02-08
	Revised: 01-09

POSITION DESCRIPTION

Dept: Information Technology	Manager Level: Non-Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 09
Reports To Position #/Job Code #/JC Title: 2486/NB286/Information Technology Operations Manager	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Non-Exempt	City Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
Physical Demand Rating: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment
Personal Protective Equipment: None	

General Statement of Duties

Provides intermediate to advanced level maintenance and support of the City's computer network system.

Distinguishing Features of the Class

Some leeway is granted for the exercise of independent judgment and initiative. The Network Technician III classification is distinguished from the Network Technician I and II by a complexity of assignments and knowledge of network principals. This classification may perform lead responsibilities as assigned to other Network Technicians.

Examples of Essential Work (Illustrative Only)

Supports network administration functions and interfaces with other City servers and users;
 Receives and documents user problems and makes inquires to determine nature of the problem and refers to appropriate staff;
 Provides technical assistance to customers in the use of networking systems;
 Monitors city wide virus protection upgrades;
 Performs minor network repair and maintenance;
 Performs computer system maintenance, including system file backups, system file resizing, system cold starts and shutdowns and the selection of account restores and saves;
 Maintains records on all networking related preventive maintenance and repair schedules;
 Assists with delivery and installation of network equipment;
 Acts as lead Network Technician on projects assigned by the Information Technology Operations Manager;
 Performs all work duties and activities in accordance with City policies, procedures and safety practices;
 Attends work regularly at the designated place and time;
 Supports continuous process improvement initiatives;
 Performs related work as required.

Required Knowledge and Abilities

Good knowledge of computer capabilities and associated networking equipment;
Good knowledge of routers and hubs;
Good knowledge of structured wiring systems;
Good knowledge of the functions and operations of the Information Technology Division;
Ability to install new networking equipment;
Ability to communicate effectively and maintain working relationships with department heads, other City employees, outside vendors and the public;
Ability to prepare accurate and reliable reports containing findings, recommendations and conclusions on network hardware/software;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from an accredited college or university with an Associate's Degree in Information Services, Computer Science or a closely related field; and
Considerable experience working with network administration; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

Ability to obtain Microsoft Certification within two years of appointment.
Valid Iowa Driver's License.
May be required to obtain Iowa NCIC certification based on work assignment.

Essential Physical Abilities

Requires the following, with or without reasonable accommodation:
Sufficient clarity of speech and hearing which permits the employee to communicate effectively;
Sufficient vision which permits the employee to prepare detailed printing materials, and to read a wide variety of materials;
Sufficient manual dexterity which permits the employee to operate a computer keyboard and other computer related equipment;
Sufficient personal mobility which permits the employee to work in the general office environment and visit other work sites in the City.