

Title: <b>Network Technician I</b>	Effective Date: May 11, 2012	Grade: X	Job Category: Technician
Prior Title: Network Technician I	Prior Effective Date: July 19, 2011	Grade: X	Page: 1 of 1

*CHARACTERISTICS OF WORK*

Under general supervision of the Network Manager, this position supports and maintains network equipment. This includes planning, designing, installing, configuring, and upgrading network hardware, software, and communication links for optimal performance. The Network Technician I also diagnoses and resolves network hardware and software problems of low to moderate complexity in a timely manner so that end users can accomplish business tasks.

*EXAMPLES OF WORK*

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Field incoming help requests from end users regarding network performance in a courteous manner.
- Apply diagnostic utilities and access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in network problem resolution.
- Use cable analyzers, light meters and light sources to troubleshoot copper and fiber optics network.
- Perform hands-on fixes at the network level, including installing and upgrading software, network hardware and peripheral devices, cable management systems, copper and fiber optic cables, and configuring systems and applications.
- Procure network supplies, cabling, and equipment, and process purchase orders and requisitions.
- Research and recommend network products, services, protocols, and standards in support of procurement and development efforts.
- Maintain up-to-date knowledge of networking contracts and supervise contract-based cabling installations.
- Work with third-party support and equipment vendors to resolve network problems.
- Prepare and ensure accuracy of documentation, procedure manuals, and help sheets for network installations, including data, voice and video systems.
- Assist in developing business continuity and disaster recovery plans, maintain current knowledge of plans, and respond to emergency network outages in accordance with the plans.

*MINIMUM REQUIREMENTS*

The educational equivalent to a bachelor's degree from an accredited college or university in computer science, engineering, or related field, OR the educational equivalent to a diploma from an accredited high school plus a minimum of four years advanced training or work in a network support role. Occasional overnight emergency travel.

*("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)*

