

# NETWORK TECHNICIAN II

## Position Details

Class Code:1559

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: Pay Grade 55 on the Support Professional Salary Schedule

FLSA Status: NON-EXEMPT

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## Position Summary

Under general supervision, troubleshoots, installs, maintains, and supports network communications equipment, cable plants, and related technologies requiring basic technical skills.

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## Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Maintains and enhances competency with respect to network communications equipment.
2. Maintains and enhances competency in Transmission Control Protocol/Internet Protocol (TCP/IP) networking, including routing, bridging, switching, and wireless technologies and protocols.
3. Maintains and enhances competency with respect to network cabling materials and installation specifications and standards.
4. Participates in the development of equipment and operating systems software specifications for new network communications equipment and related technologies.
5. Assists in the planning and implementation of hardware and software systems installations and upgrades.
6. Assists in diagnosing network communications equipment and systems malfunctions and coordinating and/or implementing repair activities.

7. Leads small project teams providing systems operations and support.
  8. Works primarily on low-to-medium risk/impact systems.
  9. Provides guidance and assistance to peers and technicians.
  10. Provides on-call support, when needed.
  11. Performs field support at Clark County School District schools, offices or other locations, as directed.
  12. Conforms to safety standards, as prescribed.
  13. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Involves general knowledge of network communications, hardware, and software technologies, and related protocols and general troubleshooting activities.

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## **Knowledge, Skills, and Abilities (Position Expectations)**

1. Knowledge of network communications systems.
2. Knowledge of Transmission Control Protocol/Internet Protocol (TCP/IP) networking technologies, protocols, and troubleshooting.
3. Knowledge of desktop computer hardware and software operating systems.
4. Knowledge of network server systems and operations.
5. Knowledge of networked printer configuration and support.
6. Knowledge of cabling, termination, installation, troubleshooting, and repair to include Category (CAT) 5 and CAT6 technologies.
7. Knowledge of fiber optic cabling, termination, installation, and repair to include single-mode and multi-mode.
8. Knowledge of the installation, configuration, troubleshooting, and repair of Uninterruptible Power Systems (UPS) supporting networking communications equipment.
9. Ability to discuss, understand, and explain technical problems with non-technical customers.
10. Ability to plan complex network communications activities.
11. Ability to read and interpret complex technical documentation.
12. Ability to diagnose computer hardware and software malfunctions and initiate repairs.
13. Ability to create, edit, and maintain technical documentation.
14. Ability to make technical presentations to District staff and administrators.

15. Ability to recognize and report hazards and apply safe work methods.
16. Possess physical and mental stamina commensurate with the responsibilities of the position.

THE OPERATING SYSTEM(S), HARDWARE AND SOFTWARE APPLICATION(S), PROGRAMMING LANGUAGE(S), ETC. REQUIRED ARE CONTINGENT UPON THE CURRENT POSITION VACANCY, ADVERTISEMENT, OR ASSIGNMENT.

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## **Position Requirements**

### **Education, Training, and Experience**

High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.); plus, three (3) years of work experience in an Information Technology (IT)-related technical support field and two (2) additional years of detailed work experience providing operations and support assistance and troubleshooting for network communications hardware and software, cable plants, and related technologies; or,

Associate's degree (or two (2) years of college) from an accredited college or university with a major area of study in Information Technology (IT)-related areas, such as Management Information Systems (MIS), Computer Science, Electrical Engineering, etc.; plus, one (1) year of work experience in an Information Technology (IT)-related technical support field and two (2) additional years of detailed work experience providing operations and support assistance and troubleshooting for network communications hardware and software, cable plants, and related technologies; or,

Bachelor's degree from an accredited college or university with a major area of study in Information Technology (IT)-related areas, such as Management Information Systems (MIS), Computer Science, Electrical Engineering, etc.; plus, one (1) year of detailed work experience providing operations and support assistance and troubleshooting for network communications hardware and software, cable plants, and related technologies.

### **Licenses and Certifications**

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.

2. Copy of driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles at the time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

## **Preferred Qualifications**

1. Industry certification in the area of network communication technologies, such as Cisco Certified Network Associate (CCNA), CompTIA Network+, etc.
  2. Experience leading large and/or complex network-related technology projects and/or supervising teams performing related work.
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## **Document(s) Required at Time of Application**

1. High school graduation or other equivalent (i.e., GED, foreign equivalency, etc.).
  2. College transcript(s) from an accredited college or university, if applicable.
  3. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
  4. Current copy of driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles.
  5. Specific documented evidence of training and experience to satisfy qualifications.
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## **Examples of Assigned Work Areas**

Clark County School District Technology and Information Systems Services (TISS) Division and other District locations; air-conditioned and non-air-conditioned school equipment rooms; travel to and from schools and other District office settings.

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## **Work Environment**

### **Strength**

Strength: Sedentary/medium – exert force 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

### **Physical Demand**

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. Occasional climbing and crawling. Mobility to work in a typical office setting and use standard office equipment. Mobility to perform equipment installations, work in often cramped spaces. Stamina to remain seated and maintain concentration for an extended period of time.

Hearing and speech to communication in person, via video conference and computers, or over the telephone. Vision: Frequent near and far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, and other monitoring devices.

## **Environmental Conditions**

Climate-controlled office settings and exposure to weather with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to very loud for occasional to frequent time periods.

## **Hazards**

Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

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## **Examples of Equipment/Supplies Used to Perform Tasks**

District-issued/personal vehicles, various computers, printers, modems, telephones, fax machines, drills, punch-down tools, digital multi-meters, laser communication devices, data system and communications test equipment, and hand and power tools used in the installation and repair of technology equipment.

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## **AA/EOE Statement**

This employer does not knowingly discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, or national origin.

## **Job Revision Information**

- Revised: 04/13/20
- Created: 02/28/12