Classification Description

Job Title: Network Technician I   **Pay Grade:**   TA020

Job Code: T002   **FLSA Status:**   Exempt

Job Purpose

The Network Technician I is a professional, technical position responsible for performing network maintenance and monitoring of College network systems and resources. The Network Technician I works in a team environment to ensure that technology is responsive, reliable and effectively supports teaching and learning at Florida SouthWestern State College. Work is performed independently with direction of the Director, Network Systems and Infrastructure.

General Responsibilities

Essential Functions

Maintains networks and components which are fast and reliable, including components such as Windows Server, DNS, Active Directory, DHCP, Cisco routing and switching.

Provides support for network system improvements, deploys equipment necessary to support and improve College network systems and resources.

Installs network hardware and software, including software and firmware releases, patches, etc.

Manages and resolves Help Desk work tickets relating to networks systems issues. Provides guidance and support as a point of escalation for Desktop Services work tickets.

Writes and communicates clear, accurate procedural documentation; communicates effectively with others.

Configures and manages networks and system security options to protect confidential information while allowing appropriate access.

Performs required system maintenance outside of regular business hours and utilizes scheduled maintenance windows after hours.

Monitors essential network activities, such as system performance, and works with other team members and constituents to resolve network issues. Recommends improvements to College hardware, software, infrastructure and services.

NETWORK TECHNICIAN I

Maintains current knowledge of industry standard best practices for technology deployment and network infrastructure components.

Participates in departmental meetings, in service training and other activities as required; attends conferences, seminars and professional meetings as designated.

Develops an ongoing personal and professional development plan, which focuses on Microsoft, Cisco, and Aerohive technologies and systems; identifies and participates in activities to attain plan goals.

Provides and maintains mobile data and telephone services, allowing immediate accessibility to the College and IT leadership utilizing text, voice, and mobile e-mail while responding as directed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education in computer science, network administration or a related field;

OR

Two (2) years of full-time or four (4) years part-time related professional work experience, to include network trouble shooting experience and work in an enterprise network environment. Appropriate combination of education and experience may be substituted.

Current industry standard certifications are desirable (Microsoft, Cisco, CWNP, CompTIA, etc.).

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties and other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:
- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.

NETWORK TECHNICIAN I

- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:
- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. Incumbents will be required to lift 50 or more pounds.

Environmental: Office and field work including customer service elements with College departments. Must be able to work on a ladder and above or below desks. Will require duties to be performed in loud or small areas (data closets and server rooms).

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills. Typically requires excellent troubleshooting skills and the ability to work independently or request assistance when necessary.

Approved: November 1, 2019. Revised: March 8, 2022, May 3, 2023, and October 23, 2023.