IT LAN TECHNICIAN

DEFINITION

Installs, replaces, configures, analyzes, and repairs wired and wiredless local area network equipment and software.

TYPICAL DUTIES

Provides ongoing maintenance and support for existing local area networks.

Configures, services, and optimizes wired and wireless network equipment and devices.

Supports, tests, and resolves network hardware and software issues.

Troubleshoots, diagnoses and repairs local area network connectivity problems and issues using proper analysis tools and protocol analyzers.

Replaces and/or adds equipment to existing networks.

Repairs equipment by replacing defective electronic or mechanical components, reassembling, and checking for correct operation.

Repairs incidental network cabling.

Documents network and IT equipment changes.

Provides technical assistance to schools and offices over the phone regarding technical problems.

Tracks moves, adds, and changes of inventory.

Assists WAN Specialists, IT Infrastructure Project Network Engineers, and Design Network Engineers in the diagnosing and solving complex networking problems.

May provide support for such services as Voice over Internet Protocol (VoIP), video conferencing, data casting, remote access, and other instructional support services.

May act as a lead on a school site for repairs, installations, or configurations.

May conduct site surveys and onsite assessments of networks and IT systems.

May interact with other groups and outside vendors to resolve problems.

May prepare written reports.

Performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An IT LAN Technician installs, replaces, configures, analyzes, and repairs wired and wireless local area network equipment and software.

A Senior IT LAN Technician installs, replaces, configures, services, analyzes, and repairs wired and wireless local area network equipment and software. Additionally, a Senior IT LAN Technician acts as a team lead in resolving local area network issues for a geographic region by handling more complex client issues related to local area networks.

An IT Field Services Technician I installs, configures, and analyzes problems of desktop and laptop computers and software, and performs maintenance, service and repairs desktop and laptop computers and related peripherals.

SUPERVISION

General supervision is received from the Network Operations Supervisor, Network Operations Manager or upper level IT management staff. May assist and receive work direction from WAN Specialists, IT Infrastructure Project Network Engineers, Design Network Engineers, or other high level technical staff to resolve extremely complex connectivity issues. Work direction and training may be given to lower-level computer support personnel.

CLASS QUALIFICATIONS

Knowledge of:

Physical infrastructure components, including fiber optics, CAT 5, 5e, 6 cabling, and serial cabling technologies
Common VoIP protocols such as H.323, H.235, MGCP, and SIP, and Gateway protocols such as MGCP, and H.261/H.263/H.264
Network terminology
Basic principles of LAN switching
Installation and configuration of LAN switches
Best practices of using tools and materials involved in the repair of network and peripheral equipment
Design principles of local area networks
Switching and routing protocols
Network troubleshooting and test tools
IP addressing and subnet schemes
Wi-Fi and Streaming Video Technologies
Copper and fiber cable topologies
Voice over IP and Quality of Service
Peregrine or other enterprise level incident tracking software
Basic safety regulations and practices applicable to electrical and electronic equipment

Ability to:

Be customer focused
Communicate effectively, both orally and in writing
Analyze and diagnose malfunctions and perform required repairs of wired and wireless local area network equipment
Read basic blueprints, floor plans, etc. showing layouts of local area networks
Install, troubleshoot, repair, and configure local area networks including wireless systems
Utilize a network and protocol analyzer
Work effectively without supervision
Maintain effective working relationships with District personnel
Exercise independent thinking and problem solving related to technical assessment of hardware and software problems

Special Physical Requirement:

Safely lift and carry tools and materials weighing up to 50 pounds

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by college, university, armed forces, or equipment manufacturer's training program or recognized trade school computer sources.

Experience:

Two years of experience in the maintenance, repair, installation, and/or support of local area networks.

Successful completion of courses in support of local area networks, security, wireless networks, and digital electronics, in an armed forces or equipment manufacturer's training program, or recognized trade school or college may be substituted, on a year-for-year basis, for up to one year of required experience.

Special:

Cisco Certified Network Associate (CCNA) is required
Cisco Certified Network Professional (CCNP), Cisco Certified Voice Professional (CCVP), or
   any other Professional Level Cisco Certification or equivalent certification is preferable
A valid California Driver License
Use of an automobile

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised
06-09-14
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