SENIOR IT LAN TECHNICIAN

DEFINITION

Analyzes, replaces, configures, services, and repairs wired and wireless local area network equipment and software. Acts as a team lead in resolving local area network issues for a geographic region.

TYPICAL DUTIES

Analyzes, repairs, and resolves complex network connectivity problems and issues.

Provides ongoing maintenance and support and performs complex network duties involving the integration and analyses of multiple networks such as network segmentation, traffic balancing, and systems tuning in order to optimize performance of existing local area networks.

Replaces, installs, or adds equipment to existing networks.

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

Isolates equipment start-up malfunctions and takes corrective action.

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

Repairs incidental network cabling.

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

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

Troubleshoots moderately complex network issues using proper analysis tools and protocol analyzers.

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

Conducts site surveys and onsite assessments of networks and IT systems.

Interact with other groups and outside vendors to resolve problems.

Tracks, moves, adds, and changes of assets and inventory.

Documents network and IT equipment, changes and resources.

Prepares complex written reports.

Inspects the quality of work performed by IT LAN Technicians.

Provides training to IT LAN Technicians.

Assists with the implementation and support of new or updated network solutions and services that are approved by District IT Engineering and are within Architecture guidelines.

Assists IT Infrastructure Project Network Engineers, and Design Network Engineers in analyzing individual site issues and developing site network requirements.

Assists WAN Specialists I in the diagnoses and repair of complex network problems.

May assist with piloting and evaluating new products and services.

Performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

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 the more complex client issues related to local area networks.

The Network Operations Manager is responsible for managing the day-to-day activities of the Network Operations Center.

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

SUPERVISION

General supervision is received from the Network Operations Manager or upper level IT Management Staff. May assist and receive work direction from WAN Specialists or 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. No supervision is exercised.

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
Basic concepts in data security over TCP/IP networks
Network terminology
Basic principles of LAN switching
Installation and configuration of LAN switches
Design principles of local area networks
Switching and routing protocols
Network troubleshooting and test tools
IP addressing and subnetting schemes
WiFi, and Streaming Video Technologies
Copper and fiber cable topologies
Voice over IP and Quality of Service
802.11 Wireless protocols
Telecommunications terminology
Peregrine or other enterprise level incident tracking software
Safety regulations and practices applicable to electrical and electronic repairs.

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
Detect and correct security problems that affect the local area network availability and reliability
Read basic blueprints, floor plans, etc. showing layouts of local area networks
Install, troubleshoot, repair, configure and maintain complex data and video network equipment
Use tools and test equipment of the trade with speed and competence, such as protocol analyzers, LAN analyzers, and testing equipment for fiber optic, copper, and serial equipment
Work effectively independently
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 courses.

Experience:

Four 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 two years of required experience.

Special:

Cisco Certified Network Associate (CCNA) is required.
Cisco Certified Network Professional (CCNP), Cisco Certified Voice Professional (CCVP), or other Cisco advanced certifications (such as CCIE), Cisco Specialist Certifications or equivalent are 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.

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