

BANNOCK COUNTY **CLASS SPECIFICATION**

NETWORK MANAGER

Department: Computer Services
FLSA Designation: Non-Exempt

Pay Grade: 13
Effective Date: 10/04, 2/08, 8/09

Purpose of Class

Performs a variety of technical duties related to the installation, maintenance, and support of the County computer network and telephone systems and equipment; performs related work as required.

Primary Function

The principal function of an employee in this class is to install and maintain computer network and telephone systems; analyze and diagnose problems; and conduct special projects. The work is performed under the direct supervision of the Chief Technical Officer. The principal duties of the position are performed in a general office environment and remote installation and maintenance locations.

Essential Duties and Responsibilities (will vary by assignment)

- Installs and maintains the computer network system, including individual user PCs and related hardware and software;
- Installs and maintains the telephone system;
- Installs and maintains cable and electronic systems and connections;
- Relocates computer and telephone systems to accommodate expansion and transfers of users;
- Troubleshoots and repairs problems in the computer network system and telephone system;
- Sets up and maintains user e-mail systems;
- Sets up and maintains user voice mail systems;
- Troubleshoots and repairs hardware and/or software problems;
- Installs and establishes systems for users, including personal computer, printer, scanner, and related equipment;
- Installs, maintains, and upgrades system hardware and software;
- Performs security and anti-virus systems operation and maintenance;
- Monitors and maintains system environmental conditions for optimum operations;
- Monitors and maintains equipment and supply inventories;
- Provides technical training and support to County employees;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

Other Duties and Responsibilities

- Backs up Programmer/System Analyst positions, as needed;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Computer installation, operation, and maintenance;
- Telephone system installation, operation, and maintenance;
- Information system and networking operations, practices, and principles;
- Printer operation and maintenance;
- Customer service skills and techniques.
- PC hardware, software and specialized applications;
- Network protocols and interface systems;
- Diagnostic methods for computer hardware and software.

Ability to:

- Install and maintain computer network and operating systems;
- Install and maintain telephone network systems;
- Analyze operating problems of computer hardware and software and develop effective solutions;
- Instruct users on computer and telephone systems;
- Maintain and upgrade computer security systems;
- Maintain a professional demeanor during stressful situations;
- Compile reports from a wide variety of sources and transmit data;
- Understand and follow oral and/or written policies, procedures and instructions;
- Comprehend technical and user manuals, diagrams, and instructions;
- Operate standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Operate hand and power tools, electronic testing equipment, and related specialized computer installation, maintenance, and repair equipment;
- Operate a motor vehicle;
- Communicate effectively verbally and in writing;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform multiple tasks, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Develop and maintain effective working relationships with supervisors, co-workers, elected and appointed officials, and other County employees.

Acceptable Experience and Training

- Associates degree or advanced training in computer technology or related field is required;

- Three (3) years computer related experience in hardware and software maintenance is required and four (4) years is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Idaho drivers license is required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and by telephone;
- Sufficient visual acuity, including color perception, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, read and comprehend technical manuals and diagrams, prepare written technical reports, troubleshoot, and perform repairs on computers;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate, install, and make adjustments to computers, tools and equipment;
- Sufficient personal mobility, flexibility, agility, and strength to work in an office environment and perform duties that may require bending, stooping, kneeling, crouching, reaching, and working in confined spaces, and to lift up to 50 pounds.