

PC LAN TECHNICIAN TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Department of Information Technology, is responsible for assisting with the installation, maintenance and relocation of network and associated equipment software. Incumbents may be assigned to any departmental work shift and may assist in providing support services to various departments utilizing automated systems. Supervision is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists with the installation and relocation of hardware and software of network equipment, including assembly, configuration and transport, in accordance with established procedures and instructions;

Assists with the performance of periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;

Assists with the preparation of network and associated equipment for installation;

Assists with the modification, update or replacement of internal network equipment parts as required;

Assists with the modification, update or replacement of network equipment software as required;

Lists network equipment that may weigh as much as 50 lbs. to place in, arrange around, or remove from the workplace for set-up, installation, repair, de-installation, or maintenance;

Responds to maintenance service requests related to network equipment;

May receive user calls regarding network-related problems and performs the appropriate action to resolve the problem;

Assists with performing diagnosis of failures to determine whether they are induced by network software or hardware;

Notifies appropriate Information Technology staff of software or hardware failures and performs diagnostics;

Works with contract and vendor supplied personnel engaged in the installation, maintenance and repair of network hardware and software;

Maintains operating records and prepares routine operating reports;

Informs supervisor as to the status of all operating problems;

Assists in managing inventory of network and associated equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Knowledge of the components, operation, maintenance and repair of network equipment;
Knowledge of data communications and basic electronics terminology;
Knowledge of standard communications protocols;
Familiarity with basic computer communications software;
Skill and dexterity in the use of tools;
Ability to communicate with outside vendors on equipment and related problems;
Ability to think logically;
Ability to comprehend moderately complex technical materials and understand basic wiring diagrams;
Ability to distinguish between all colors of wire for connection purposes;
Ability to move equipment and supplies;
Ability to understand and carry out written and oral directions;
Good judgment;
Initiative;
Resourcefulness;
Reliability;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment.

NOTE: This is a trainee position in the competitive class. Appointment following examination is for a one year term during which the incumbent learns the basics of the PC LAN Technician position. Training is on the job but may require academic assignment. Promotion upon successful completion of the probationary period may be made without further examination to PC LAN Technician.