ENTERPRISE NETWORK TECHNICIAN I/II

Purpose:

To actively support and uphold the City's stated mission and values. To perform moderately complex technical work in the design, installation, and maintenance of communications equipment in the radio or voice and data functions.

Supervision Received and Exercised:

Receives general supervision from the Network Operations Supervisor or from other supervisory or management staff.

Distinguishing Characteristics:

Enterprise Network Technician I

This is the entry level class in the Enterprise Network Technician series. This class is distinguished from the Enterprise Network Technician II by the performance of the more routine tasks and duties assigned to positions within the series including fundamental testing and maintenance of telecommunication or network systems. Since this class is typically used as a training class, employees may have only limited related work experience.

Enterprise Network Technician II

This is the journey level class within the Enterprise Network Technician series. Employees within this class are distinguished from the Enterprise Network Technician I by the performance of complex telecommunications and network analysis and design duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the Enterprise Network Technician I or when filled from the outside, more extensive telecommunications and network experience is required.

Essential Functions:

Duties may include, but are not limited to, the following:

- Install, repair, and maintain communications equipment including radio base station equipment; portable and fixed mobile radios; microwave equipment; telephone systems; data communication systems; display systems; and other related electronic equipment

- Program subscriber units, assist users with radio interoperability, and interface equipment with PRWN/TOPAZ network

- Perform move, add, and change necessary to meet departmental needs for voice, radio, data, video, and mobile communications

- Interface with Arizona Blue Stake to properly mark underground information technology assets

- Identify and evaluate system problems and design effective solutions to communications network problems

- Assist in the preparation of specifications for the purchase of communications equipment; maintain contact with vendors to obtain information on product changes and new products

- Ensure that equipment is in compliance with Federal regulations; perform equipment tests as part of preventative maintenance; adjust and tune FCC licensed transmitters

- Provide complex technical assistance to users of the communications system; provide on-call support on evening and weekends in case of network failure or in case assistance is needed by the city departments

- Direct and coordinate the work of contract personnel working in the Technical Center

- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Enterprise Network Technician I

Two years of increasingly responsible technical experience in radio, voice and data communications or a current Cisco Certified Enterprise Network Technician (CCENT) certification. Proficiency in installation, operation, maintenance and repair of electronic equipment.

Enterprise Network Technician II

Three years of increasingly responsible technical experience in radio, voice and data communications and a current Cisco Certified Enterprise Network Technician (CCENT) certification. Proficiency in installation, operation, maintenance and repair of electronic equipment.

Education:

Equivalent to the completion of the twelfth grade supplemented by college courses in electronic or communications engineering or degree related to the core functions of this position.

Licenses/Certifications:

Requires the possession of a valid driver's license at the time of application.

Enterprise Network Technician I

Possession of, or required to obtain within six months, a valid Cisco Certified Entry-level Network Technician (CCENT) certification.

Enterprise Network Technician II

Possession of a valid Cisco Certified Entry-level Network Technician (CCENT) certification.

Job Code: 196 / 236

Status: Non-Exempt / Classified

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