

DATA COMMUNICATIONS TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for performing highly skilled technical work in the maintenance and repair of Local Area Networks (LANs) and data communications network systems. The incumbent isolates and repairs failing elements of a specific data communications unit or line and also monitors the network for problems of installation and response time of the network equipment. In addition, the position also requires an employee to confer with vendor representatives, system programmers, and console operators. The work is performed under the supervision of a higher level supervisor. Does related work as required.

TYPICAL WORK ACTIVITIES:

Specifies, orders*, receives, sets up, tests, installs and supports (troubleshoots) all network related hardware, including but not limited to:

- switches
- wireless access points
- wireless routers
- firewalls
- network security devices
- data communication lines and services
- modems
- multiplexors
- routers
- hubs
- adapters
- cable/connectors
- scanners

* Confers with management before ordering;

Uses equipment such as a data line monitor and a breakout box;

Confers with proper management on a timely basis to ensure correction of current network problems;

Confers with vendor representatives to expedite equipment repairs; Performs microcode upgrades, modifications and backups for network equipment;

Maintains accurate documentation of port usage for all controllers, hubs and routers;

Maintains inventory of network hardware and switches;

Maintains records of hardware maintenance, vendors, costs and warranty expirations;

Directly involved with network management platforms on routers, hubs;

Assists with the installation, testing and maintenance of communications software for LAN attachable machines;

Assists with network design.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles of electronic technology as applied to trouble-shooting procedures and preventive maintenance;

Good knowledge of complex network infrastructures;

Good knowledge of the concepts, uses and abilities of a computer system;

Good knowledge of telephone data line characteristics, both dedicated and dial;

Ability to judge facts and circumstances, and choosing correctly between several alternatives;

Ability to express oneself clearly and concisely, both orally and in writing;

Ability to relate well to both systems users and technical people;

Ability to deal effectively with equipment vendors as well as those providing service;

Ability to lift 50 pounds;

Dependability;

Courtesy;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Completion of 60 semester credit hours from a regionally accredited or New York State registered college or university, including 24 credit hours in either computer science and/or electronics; or
- B) Graduation from high school or possession of an equivalency diploma and two years experience in the maintenance and/or repair of Local Area Networks (LANs), wide area networks (WANS) and or network equipment; or
- C) An equivalent combination of training and experience as indicated within the limits of A) and B) above.

SPECIAL NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five years.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license appropriate for the vehicle operated.