

NETWORK ENGINEER I

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Department of Information Technology is responsible for the installation, maintenance and relocation of network and associated equipment. This process also includes the installation of all network equipment software. Incumbents may be assigned to any departmental work shift and may provide support services to various departments utilizing automated systems. While guidance and leadership may be provided, supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Installs and relocates hardware and software of network equipment, including assembly, configuration and transport, in accordance with established procedures and instructions;

Performs periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;

Prepares network and associated equipment for installation;

Modifies updates or replaces internal network equipment parts as required;

Modifies updates or replaces network equipment software as required;

Lifts 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;

Performs diagnoses 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;

Manages inventory of network and associated equipment;

Uses computer applications or other automated systems such as spreadsheets, word processing, Visio Diagrams, calendar, Email and network management software in performing work assignments and monitoring of network devices;

May perform other incidental tasks.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

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 and hardware test equipment; 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 read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to see all colors of wire for connection purposes; ability to move equipment and supplies; ability to understand and carry out written and oral directions; ability to use computer applications such as spreadsheets, word processing, calendar, Email and network management software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; good judgment; initiative; resourcefulness; reliability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either (a) a Bachelor's degree* in Information Technology or a closely related field and one (1) year of experience where a primary function of the position was the installation, operation, maintenance and problem diagnosis of network equipment including routers and switches; or (b) current CCNP (Cisco Certified Network Professional) certification and one year of experience as described in (a); or (c) six (6) years of experience as described in (a).

SUBSTITUTIONS: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four years of the required experience. A Master's Degree* in Information Technology or a closely related field may also be substituted for one additional year of experience.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment and maintain same while in the title.

NOTES:

1. *Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.
2. Experience on a home personal computer may not be used as a substitute for the aforementioned experience.

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Job Class Code: C2958
Job Group: X