

NETWORK COMMUNICATIONS TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for performing technical duties to assist in the operation of a centralized electronic data processing system (Local Area Network) with emphasis on communications using the Internet and protocols involved in the development of Web pages. Technical duties will include operation of computer nodes, monitoring of software applications available on the network, operation of workstation and server operating systems (MS-DOS and Netware), and the development and maintenance of Web pages associated with activities of the County Government. Work is performed under general supervision with leeway for independently performing most of the duties of the position.

TYPICAL WORK ACTIVITIES:

Work with department heads to provide a corporate information system web presence for the county
on the Internet;

Chairs an Editorial Review Board for web contents;

Establishes and enforces web content submissions;

Establishes Style Guide Standards relating to look and feel, templates, feedback links and forms, and
authoring guidelines;

Uses customer focus groups and individual user input to manage web projects;

Identifies new content providers, automated processes/procedures required, and determines tools and
software vendors or service providers;

Works with other organizations for assistance regarding use standards, tools and applications, or
other issues as relate to the performance of assigned tasks;

Assists departments in utilizing office automation software;

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Operates a computer and auxiliary input and output units;

May assist in the installation of cabling and wall plates or in setting up workstations;

Analyzes, identifies, and resolves communication problems with emphasis on web connections and the Internet;

Provides technical advice and assistance to users in support of their use of the Internet.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of data processing concepts and terminology including basic data processing terminology; good knowledge of the use, operation, and routine maintenance of computer hardware and peripheral equipment; good knowledge of the structure and use of the operating systems used to run individual workstation and the network server's operating systems; good knowledge of Hypertext Markup Language (html); working knowledge of the operating protocols used on the World Wide Web; ability to develop web pages; ability to efficiently use the Internet including the use of gophers, file transfer protocols, and other search engine tools; ability to read and interpret instructions relating to the execution of computer programs; ability to reason logically; ability to present ideas clearly both orally and in writing; clerical and mechanical aptitude; initiative; and resourcefulness.

MINIMUM QUALIFICATIONS: Either

- (A) Possession of an associates degree in graphics design, art, architecture, or a related field and three years of experience in the operation of a computer using a mini mainframe, mainframe, or personal computer, operating in a network environment, including or supplemented by two years of experience in the use of Hypertext Markup Language in the preparation of web

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pages on the Internet; or

- (B) Five years of experience as indicated in (A) above; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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NYS Civil Service Commission Approval: N/A

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