

WIDE AREA NETWORK TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for performing technical duties to assist the Senior Network Engineer in overseeing the engineering of the enterprise-wide network including providing assistance with the planning, design, installation, maintenance and management of the County LAN/WAN infrastructure. The incumbent will provide team support and maintenance of LAN hardware and software. The wide area network system meets the needs of several departments or offices engaged in diverse functions. This position will provide liaison support between the PC/LAN team, vendors, and User Support staff. Technical duties will include telecommunications, operation of computer nodes, monitoring of software applications available on the network, and operation of workstation and server operating systems. Work is performed under supervision of the Director of Operations with leeway for independently performing most of the duties of the position.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Operates a variety of computer equipment and devices;

Operates the control console of a computer and/or server;

Observes indicators on the console and peripheral equipment and takes necessary steps to verify proper functioning of computers throughout production runs;

Participates in the designing and implementation of a computer network system;

Assists with analyzing, identifying, and resolving communication problems occurring between network servers;

Analyzes and resolves machine stops, problems with applications, and performs other trouble

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shooting functions;

Develops and monitors LAN and WAN performance and utilization statistics and prepares periodic reports for management summarizing network status;

Recommends, plans, develops and implements network configuration changes and/or upgrades to maintain appropriate levels of service to user community;

Analyzes and resolves server and storage issues, problems with applications, and performs other trouble shooting functions;

Ability to develop effective working relationships and deal diplomatically with the user community and other work contacts.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Working knowledge of large enterprise environments involving the installation, maintenance and operations of Virtual Environments, Data Center Server, Data Mass Storage and Networking equipment; working knowledge of Microsoft System/Server Products including: MS Active Directory, DHCP, DNS, Group Policy and IIS; good knowledge of installation and support of products such as working knowledge of monitoring and testing hardware and software tools; good working knowledge of VMWare products, including, but not limited to vSphere, View, VDI all in a clustered environment involving the creation of virtual servers; ability to analyze and solve complex problems; ability to analyze and solve complex problems; ability to develop effective working relationships; ability to plan and coordinate various activities between the municipality and outside vendors; ability to express self clearly both verbally and in writing; ability to prepare written summaries and reports; and ability to evaluate technology trends.

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MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher in Computer Sciences, Computer Engineering or a related field and two (2) years of experience in the operation of a Wide Area Network in a large enterprise environment; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Computer Sciences, Computer Engineering or a related field and four (4) years of experience as described in (A) above; or
- (C) Graduation from high school or possession of a high school equivalency diploma and six (6) years of experience as described in (A) and (B) above.

SPECIAL NOTE: Nationally recognized system certifications such as Microsoft Certified Systems Engineer (MCSE), VCP (VMWare Certified Professional) and/or Cisco Certified Network Associate (CCNA) will be considered as meeting 3 months of experience for each certification.

SPECIAL REQUIREMENTS FOR APPOINTMENT: Must possess and maintain a valid driver's license; ability to safely lift and carry fifty (50) pounds.

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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Last Reviewed: 04/16/21
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised and Replaced in Classplan: 4/5/2023
Revised and Replaced in Classplan: 7/24/2025 (Edu)