

WIDE AREA NETWORK TECHNICIAN II

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for performing high level technical duties to assist in the operation of a centralized electronic data processing system in both a local area (LAN) and wide area network environment (WAN) which may consist of two or more servers exchanging information using telecommunications technology. The wide area network system allows for the exchange of data between servers using electronic impulses transmitted over phone lines and cable. The wide area network system meets the needs of several departments or offices engaged in diverse functions. 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 (MS-DOS and Netware). Work is performed under supervision with leeway for independently performing most of the duties of the position. This position differs from Local Area Network Technician and Wide Area Network Technician by the complexity of duties; the level of responsibility and the presence of supervisory responsibility.

TYPICAL WORK ACTIVITIES:

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;

Provides direction and assistance to LAN and WAN Technicians as appropriate;

Operates a variety of office equipment and machinery;

Operates the control console of a computer;

Operates auxiliary input and output units;

WIDE AREA NETWORK TECHNICIAN II

page 2

Observes indicators on the console and peripheral equipment and takes necessary steps to verify

proper functioning of computers throughout production runs;

Installs cabling and wall plates and sets up workstations;

Writes equipment specifications and assists in the ordering and receiving of electronic data

processing and communications equipment;

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

Analyzes, identifies, and resolves communication problems occurring between remotely located

servers;

Performs daily or other periodic procedures to create backup files of all data contained on the

network;

Provides technical advice and assistance to workstation users in support of their use of network

applications;

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

shooting functions;

Sequences programs and provides input parameters in order to update or maintain computer file data;

Ability to plan, assign and supervise the work of LAN and WAN technicians;

Ability to develop effective working relationships and deal diplomatically with the public,

subordinates, and other work contacts.

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

TERISTICS: Thorough knowledge of data processing concepts and terminology, including basic data

processing terminology; good knowledge of the use, operation, and routine maintenance of

WIDE AREA NETWORK TECHNICIAN II

Page 3

computer hardware and peripheral equipment; thorough knowledge of the structure and use of the operating systems used to run individual workstations and network server operating systems; thorough knowledge of Local Area Networks and UNIX; thorough knowledge of office terminology, procedures, and equipment; working knowledge of telecommunications technology; 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 a bachelors degree including or supplemented by at least thirty hours of post high school academic credits in course work related to data processing or computer technology, and four years of experience in the operation of a computer using a mini mainframe, mainframe, or personal computer, operating in a network environment; or
- (B) Eight years of experience as indicated in (A) above; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

Special Note: Experience in the performance of basic keyboarding functions and/or experience with the use of specific software products (such as WordPerfect®, Quattro Pro®, or Excel®, or other software products) is not considered to be qualifying experience. Experience in the operation of personal computers implies familiarity with hardware components, the ability to install basic hardware, the ability to connect wires and cables, and the performance of basic repair and maintenance functions.

Y:\CLASPLAN\wide area network technician II.doc
Last Reviewed: 03/08/99
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A