

MT. SAN ANTONIO COMMUNITY COLLEGE DISTRICT

SALARY SCHEDULE: A

SALARY RANGE: 124

CLASS TITLE: LEAD DATA COMMUNICATIONS TECHNICIAN

BASIC FUNCTION:

Under the direction of an assigned manager, oversee and participate in the design, installation, configuration, operation, maintenance, troubleshooting, diagnosis and repair of Layer 2 & Layer 3 data communication and computer networks and related systems, hardware, software and peripherals; train and provide work direction and guidance to assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Oversee and participate in the design, installation, configuration, modification and maintenance of data communication and computer networks and related systems, hardware, software and peripherals; monitor performance and configure systems to assure smooth and efficient network operations; assure related activities comply with established standards, policies and procedures.
- Lead and participate in the inspection, troubleshooting, diagnosis and resolution of network and related system, hardware, software and peripheral malfunctions; assess system performance and identify, analyze and resolve network problems; modify network configuration as appropriate; coordinate response to emergency maintenance and repair situations.
- Train and provide work direction and guidance to assigned personnel; assign employee duties and review work to assure accuracy, completeness and compliance with established standards, requirements and procedures; provide technical training and assistance to others as directed concerning troubleshooting and repair practices, procedures and techniques.
- Coordinate projects, personnel and systems to facilitate access to the College's inter-networked computer systems and provide adequate, smooth and efficient computer data network services for students, faculty and staff; receive, prioritize and coordinate response to work orders; estimate and assure adequate materials, equipment and personnel needed for network projects.
- Provide technical support and assistance to personnel, faculty and others concerning data communication and computer networks; serve as the primary contact for and resolve related issues, conflicts and concerns; respond to inquiries and provide information concerning system operations, projects, malfunctions, equipment, upgrades, practices, procedures and related software applications.
- Install, configure, upgrade, troubleshoot, repair and participate in the selection of a variety of servers, hubs, routers, switches, user stations, firewalls, cabling, interface cards, modems, drives, printers, scanners, monitors, plotter, optical mark readers and other peripherals and network components; maintain network system security and servers.
- Establish and maintain secure data connections between networks; upgrade, update and assure proper running of security applications; compile, interpret and analyze performance data to determine efficiency of system operations; adjust and modify systems to enhance operations as appropriate; perform preventive maintenance on network-related equipment and data communication facilities.
- Participate in the planning, development and implementation of major network projects and systems; evaluate and project future technology needs; coordinate major installations, maintenance and repairs with vendors and outside agencies.
- Monitor inventory levels of network, data communication and computer supplies and equipment; order, receive and maintain adequate inventory levels of supplies and equipment; research, evaluate and confer with vendors concerning network systems, hardware, software and peripherals; review, coordinate and authorize minor purchases; recommend major tool and equipment purchases.
- Plan, organize and lay out assigned tasks; interpret plans, schematics and specifications; work from verbal and written instructions and work orders.
- Communicate with personnel and various outside agencies to exchange information, coordinate activities and resolve issues or concerns; coordinate network services with College programmers, software specialists and network administrators.
- Operate a variety of computers, servers, peripherals and specialized software; utilize a variety of meters, analyzers and hand and power tools.
- Prepare and maintain various records, logs and reports related to networks, systems, equipment, supplies, maintenance, repairs, work orders and assigned activities.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Practices, procedures, materials, tools and techniques involved in the design, installation, configuration, operation, maintenance and repair of data communication and computer networks and related systems, hardware, software and peripherals utilizing HP ProCurve networking equipment.
- Principles, methods and procedures of operating computers and peripheral equipment.
- Principles, practices and methods of data communications networks and system design requiring Microsoft Active Directory Authentication.
- Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
- Principles, practices, procedures and equipment involved in network administration.
- Data communications network systems, utilities, construction and design.
- Basic inventory and purchasing practices, procedures and techniques.
- Applications and capabilities of assigned data communications and computer networks.
- Principles of training and providing work direction.
- Computer hardware systems, software applications and networking standards utilized by the College.
- Applicable types of cabling systems and network design.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Record-keeping techniques.

ABILITY TO:

- Oversee and participate in the design, installation, configuration, modification and maintenance of data communication and computer networks and related systems, hardware, software and peripherals.
- Lead and participate in the inspection, troubleshooting, diagnosis and resolution of network and related system, hardware, software and peripheral malfunctions.
- Train and provide work direction and guidance to assigned personnel.
- Provide technical support and assistance concerning data communication and computer networks.
- Participate in the planning, development and implementation of major network projects and systems.
- Operate computers and peripheral equipment properly and efficiently.
- Maintain network system security, servers and databases.
- Order, receive and maintain adequate inventory levels of supplies and equipment.
- Plan and organize work.
- Meet schedules and time lines.
- Analyze situations accurately and adopt an effective course of action.
- Maintain various records related to work performed.
- Work independently with little direction.
- Maintain current knowledge of technological advances in the field.
- Communicate effectively orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree with course work in computer science or related field and three years increasingly responsible experience in the planning, installation, analysis and repair of network systems and related equipment.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Sitting or standing for extended periods of time.

Lifting, carrying, pushing or pulling heavy objects as assigned by the position

Bending at the waist, kneeling or crouching.

Keywords for Search Engines: LDAP, Active Directory, VDI, vmWare, Redhat Enterprise Virtualization, Hyper-V, 802.1x, Microsoft System Center, Radius, ProCurve, Cisco IOS, VPN