



NORTH KANSAS CITY JOB DESCRIPTION

Job Title	Network Technician
Department	Communications Utilities
Reports To	Network Administrator
FLSA Status	Non-Exempt
Date Revised	October 1, 2009

Summary of Duties

Installs, maintains, troubleshoots, and upgrades the physical fiber optic infrastructure, network hardware, customer premise equipment, and software to support the residential and business customers of the City-wide broadband network (liNKCity).

Essential Duties and Responsibilities:

- Installs, configures, and upgrades broadband systems and software;
- Lays, pulls, preps, and slices fiber optic cables and installs conduit;
- Troubleshoots problems with hardware, software, e-mail, network, and peripheral equipment;
- Configures each customer connection for scope, speed, and equipment;
- Assists users over the phone and on site to resolve technical problems with equipment and data;
- Operates City vehicle to travel to worksites throughout the City in order to provide service and setup to customers;
- Monitors performance and analyzes the health of the fiber optic network and equipment to ensure proper operation;
- Inspects, repairs, and maintains communications huts including switches, routers, and power sources;
- Assists with marketing by improving website design and functionality and preparing other documentation for existing and potential customers;
- Purchases equipment, tools, and supplies as needed;
- Assists with special projects and performs other related duties as assigned.

Supervisory Responsibilities

- None

Budgetary Responsibilities

- None



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Minimum Qualifications

- Must possess an associate's degree (or two years of college-level technical education) and at least two years of directly related experience, or the equivalent combination of education and experience;
- Must possess a valid driver's license.

Knowledge, Skills, Abilities, and Competencies

- Knowledge of installation standards for telecommunications infrastructure for inside and outside plant construction;
- Knowledge of TCP/IP and associated network protocols;
- Knowledge of internet and associated applications including HTML;
- Knowledge of AC and DC power plant configuration and operation;
- Knowledge of multiple computer operating systems;
- Knowledge of City geography;
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies, including individuals with various educational, lingual, and economic backgrounds;
- Ability to install, configure, and maintain network equipment and software;
- Ability to troubleshoot and configure network equipment including routers, switches, hubs, computers, and peripherals;
- Ability to learn and apply new skills in a changing technology environment;
- Ability to consistently serve customers with a friendly, positive attitude;
- Ability to install cable and connectors, configure hardware, network connections, and any software that will be utilized;
- Ability to comprehend, review, and analyze complex data and follow complex instructions;
- Ability to comprehend, process, and apply both verbal and written skills appropriate to the job;



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- Ability to accurately organize and maintain paper documents and electronic files;
- Ability to provide appropriate customer service and interact effectively with individuals who may be confused, upset, or irate;
- Ability to remain calm and level-headed during times of high pressure or stress;
- Ability to use City resources effectively and efficiently.

Work Environment, Physical Demands, and Other Requirements:

- Works primarily in an office environment, as well as occasionally in an outdoor environment under the full range of climatic conditions of heat, cold, rain, wind, snow, or other forms of precipitation, as well as exposure to dust, dirt, fumes, and other atmospheric conditions;
- May be required to lift/move up to 100 pounds, pull cable with 35 pounds of force, and work at heights of at least 30 feet;
- May be required to talk, hear, sit, stand for extended periods of time, climb, reach with hands and arms, stoop, kneel, bend, twist, crawl, see objects that are near, and drive a motor vehicle.

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