

**City of Sallisaw
Job Description**

Job Title: Network Technician

Exempt (Y/N): No
Date: December 2005

Department: Telecommunications
Reports To: Telecommunications Superintendent

SUMMARY

Performs and coordinates technical operations of the fiber optic system, including but not limited to, cable television, Internet, telephone and all related operations to insure signal quality and reliability. Provides support to the City's internal computer systems and networks, including but not limited to: servers, routers, switches, firewalls, data and voice communications lines, operating systems and other types of software and hardware. Assists the Senior Network Technician as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following. Other duties may be assigned.

1. Works closely under the direction of the Telecommunications Superintendent to ensure the signal quality and service reliability of the fiber telecommunications system.
2. Assists in maintaining local and wide area networks.
3. Assists customers with service problems related to video, internet and phone.
4. Work closely with third party service providers to ensure service reliability.
5. Perform preventative maintenance as needed under direction of the Telecommunications Superintendent.
6. Perform daily tests and troubleshooting as needed on the fiber system to ensure system performance meets applicable standards.
7. Participates in emergency fiber restorations, including fiber preparation, fusion splicing and planning permanent repairs. This could be outside or inside work.
8. Provide support and maintenance to internal city computer networks under direction of Senior Network Technician.
9. Provides training for other field personnel to assist in a cross-training culture.
10. Responsible for Headend equipment including, but not limited to, installing, maintaining, deployment, and troubleshooting Headend equipment for voice, data services, routers, switches, servers, desktop and laptop computers, optical transport equipment and associated software.
11. Assist field technicians with troubleshooting customer issues.
12. Assist and provide backup to the Network Manager.
13. Participates in standby duties on a periodic basis.
14. Appear for scheduled work with regular, reliable, and punctual attendance.
15. Other duties that may be assigned.

QUALIFICATIONS

Ability to use computers and sophisticated software; experience in Transmission Control Protocol/Internet Protocol (TCP/IP) and Internet connectivity issues; experience in fiber optic installation and splicing; experience in twisted pair cabling; experience in video and phone service issues.

Must possess a valid Oklahoma Driver's License.

EDUCATION AND EXPERIENCE

High School diploma or equivalent; two years experience installing and maintaining network operating systems and equipment; experience with various types of server software; experience in troubleshooting video, internet and phone issues.

LANGUAGE SKILLS

Ability to: Read, analyze and interpret technical manuals and procedures, business periodicals, professional journals, regulatory requirements and procedures; ability to write reports, business correspondence, and procedure manuals; ability to communicate clearly and concisely, orally and in writing; ability to respond to questions from employees, clients, customers and the general public.

INTERNAL AND EXTERNAL COMMUNICATION

Position requires the ability to communicate in a clear and straightforward manner both orally and in writing. Must be able to maintain a cooperative working relationship with other departments and personnel of the city.

MATHEMATICAL SKILLS

Ability to: Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rates, ratios, and percentages.

REASONING ABILITY

Must have the ability to define problems, collect data, establish facts, and draw valid conclusions. Must be able to read and interpret technical manuals and statistical data. Must be able to deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, an employee is regularly required to walk, stand, sit, talk and hear (in person and by telephone). Must be able to use hands and fingers to handle and feel, as well as operate standard office equipment. Must be able to climb step stools and ladders; and reach with hands and arms. Must be able to lift and carry at least 50 pounds. Frequent reaching above shoulder level as well as bending and

kneeling. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee works under typical office conditions, and the noise level is moderately quiet. Routinely the employee is required to work outside in inclement weather, climb ladders, and work in confined spaces under extreme heat or cold. May be at risk of electrical shock. Occasionally exposed to loud or prolonged noise levels. Employee may be called to work after hour.

****A pre-employment drug test is required. Successful applicant must reside within a 20-minute response time of the city limits of the City of Sallisaw.**

Approved:  _____ Date: 4/13/2020

City Manager

Date Modified: 11/07/08; 11/19/2014; 04/13/2020