Network Service

Job Code	Job Title	Pay Grade
1630P3	Network Service Technician II	27
1631P3	Network Service Technician III	29

CONCEPT:
Perform installation and service to data, voice and/or video devices. Inspect and test lines and cables performing necessary maintenance to ensure 24/7 access to the network.

TASKS

- Access specific areas to string lines and install terminal boxes, auxiliary equipment and appliances by climbing towers, poles or ladders or entering tunnels, trenches or crawl spaces.
- Lays cable and hooks up electrical connections between data, video or voice equipment, power sources, and phone lines.
- Inspect and test lines and cables, recording and analyzing test results to assess transmission characteristics and locate faults and malfunctions.
- Identifies and isolates system or network problems; replaces defective modules and circuits in accordance with troubleshooting procedures and maintenance schedules.
- Installs and services data, video, or voice equipment.
- Replaces defective components and wiring.
- Study blueprints, schematics, manuals, and other specifications to determine installation procedures.
- Performs routine maintenance and testing of switching equipment; assists in the testing, adjustment, and troubleshooting of equipment as necessary.
- Replaces defective modules and circuits in accordance with troubleshooting procedures and maintenance schedules.
- Sets up digital and analog test equipment used to install and service data, video, or voice equipment.
- Maintains logs of all service and maintenance activities; follows up with equipment vendors to assure resolution of user problems.
- Performs activities related to site preparation to insure proper acceptance of new data, video, or voice equipment.
- Programs and operates digital and analog test equipment used to install and service data, video, and voice equipment.

LEVELS OF WORK

Network Service Technician II: This is full performance technical work wiring, connecting, and testing data, voice, and/or video networks or radio communication systems. Work involves installing and connecting network components, performing corrective actions, installing components such as switches, routers, and hubs to build the network path, and testing networks to verify that the signal is appropriate for agency needs. Performs trouble shooting activities to verify components and networks are functioning properly. Incumbent works independently, often physically removed from
supervisor. Work is structured, involving several related steps and involves simple analysis of data. No supervision or leadership responsibility is involved at this level.
Minimum Requirements: High School Diploma or equivalent and six months experience installing and servicing data, voice and/or video networks. Education may be substituted for experience as determined relevant by the agency.

Network Service Technician III: This is advanced technical work in the installation, maintenance, and troubleshooting of data, voice and/or video networks and related components or radio communication systems with remote sites. Work involves using advanced diagnostic tools to run quality assurance test to determine and ensure that the network and related components function properly and meet customer needs. Work is of a diverse nature, involving multiple steps and analytical thought. Incumbents at this level usually receive a general outline of the work and are free to develop sequences and methods within the scope of established policies. Involves functional leadership responsibilities as a senior consultant or project leader, or supervision of a small staff, performing the same or similar work as those overseen.
Minimum Requirements: High School Diploma or equivalent and one year experience installing and servicing data, voice and/or video networks. Education may be substituted for experience as determined relevant by the agency.

NECESSARY SPECIAL REQUIREMENTS

Some positions may be required to identify the standard industry colors used for telecommunications. Some positions in this class series may require a security clearance at the time of appointment.

NC: 08/05
REV: 06/08
REV: 06/13
REV: 6/18
REV: 6/24