



Class Code: 833
FLSA: Covered

IT Lead Network Technician

General Class Purpose

The Lead Information Systems Technician leads a group of technical computer support specialists within the Information Technology Department. In addition to lead functions, the Lead Information Systems Technician handles complex support problems, gives guidance and training to employees, manages projects, and does similar work tasks to the Information Systems Technician. This includes the installation, maintenance and repair of desktop computers and other equipment such as printers and computer peripherals. The Lead Information Systems Technician will also support network functions such as testing new applications, modifying user accounts, purchasing software and hardware, and tracking computer assets and software licensing agreements.

Distinguishing Features

Employees work at the technical, advanced-journey level. The employee exercises independent judgment to analyze facts and solve work problems. The classification is distinguished from the Information Systems Technician by lead responsibilities. The classification is distinguished from the Network Systems Analyst, which requires the application of theory, professional-level judgment, and an in-depth knowledge of networked systems.

Supervision Received and Exercised

Employees work under the general supervision of a supervisor or manager; assigned duties require choice among possible actions, sometimes without clear procedures. The Lead Information Systems Technician exercises lead direction over a group of Information Systems Technicians.

Examples of Essential Duties and Responsibilities

The listed examples are illustrative of the classification level and not intended to list all duties typically assigned to this classification. Employees may do all or some of the listed duties, or other related tasks.

1. Prioritize, schedule, plan and assign work to Information System Technicians. Give direction about work procedures and performance standards. Review the completeness, accuracy, quality and quantity of work. Provide feedback on employee performance to the supervisor. Coordinate the completion of timesheets and review for accuracy. Resolve complaints of staff performance and facilitate solving interpersonal problems

- between employees. Train or give guidance to employees on procedures, or methods of solving computer problems.
2. Give technical assistance to desktop computer users, in the full use and operation of computer systems hardware and software; assist users with computer problems, and debugging of software or equipment malfunctions.
 3. Install and configure personal computers, laptops and peripheral devices. Replace components and test equipment. Install hardware, wire and cabling for network and telecommunications. Diagnose and troubleshoot systems problems and network connectivity. Troubleshoot printer functioning problems. Change scanner pick-pads and cleaning rollers.
 4. Install and test various system and application software packages. Provide software support to users and instruct staff on basic to advanced elements of varied hardware systems and software application packages. Create batch files, application macros and templates.
 5. Test new applications for compatibility with existing network applications and proper functioning. Plan installation, maintenance and support of new applications. Research updates and fixes for applications, hardware and operating systems.
 6. Support the computer help-desk by answering user questions, diagnosing functioning problems. Identify and correct licensing issues. Maintain licensing for computer applications and systems media. Contact vendors to request service on defective products. Document problems reported by customers, customer requests and solutions to computer functioning problems.
 7. Develop standards and replacement schedules for equipment to lower total costs. Define purchasing needs for standard IT assets and work with vendors to develop quotes for purchasing of equipment and software. Monitor and analyze trends in spending and inventory control to recommend purchases and assist customers in budget planning for computer procurement. Procure software and hardware. Maintain database of computer assets. Track and maintain copies of software licenses, warranties, maintenance agreements and vendor contracts.

Minimum Qualifications Upon Entry

General knowledge of:

- Principles and techniques used in the management and direction of work, including the development of goals and objectives, and planning and organizing work.
- Principles and practices of project management and evaluation
- Methods and techniques of system design and software installation
- Personal computer hardware components
- Operational characteristics of local and wide area network systems
- Computer software and operating systems typical to municipal government and business environments
- Methods and techniques of preparing technical documents, training materials and instructional materials

- Methods and techniques used to cable and wire desktop work stations and peripheral equipment typical to an office environment
- Operational characteristics of computer equipment typical to the job assignment
- Principles and practices of computer science and information systems
- Software applications commonly used in municipal organizations
- Diagnostic tools and software used to troubleshoot and correct software and hardware problems
- Methods and procedures of automated system security

Skill to:

- Install and maintain personal computer hardware and software
- Diagnose, troubleshoot and solve a variety of software and hardware malfunctions typical to the job assignment
- Identify user needs and determine resolution to typical computer malfunctions

Ability to:

- Lead and organize the work of others
- Analyze problems, procedures and data and develop logical solutions based on the gathered information
- Successfully and effectively convey technical information to computer users
- Learn new software applications and operational characteristics of network systems
- Communicate effectively and concisely orally and in writing
- Develop clear and precise documentation and procedures
- Participate in the design, development and coordination of new equipment installation and upgrade projects

Experience and Education

A typical way to obtain the required knowledge, skills and abilities would be:

Two years of college course work in Computer Sciences or related field, and two years of personal computer maintenance and installation experience in a networked environment; or any combination of experience and training sufficient to support the knowledge, skills and abilities.

Physical, Environmental and Mental Demands (Without Accommodation)

The listed physical, environmental and mental demands are representative of those to successfully do the essential duties of this classification. Upon request, reasonable accommodation will be evaluated.

Physical and Environmental Demands

Employees regularly work indoors under controlled environmental conditions. They will regularly operate standard office equipment and computers via a keyboard. This requires finger dexterity to operate equipment, and sitting for extended periods with occasional breaks.

Employees will occasionally walk or drive a motorized vehicle to different locations. They will communicate with others to exchange ideas verbally and in writing. This requires the ability to

IT Lead Network Technician

talk to others and hear their responses through telephonic equipment or in face-to-face encounters. The employee must see with enough clarity to focus on written information and computer screens, operate standard office equipment, and install hardware or software. Positions in this classification require maintaining physical conditioning sufficient to lift, push and move desktop computers and peripheral equipment, and crawl under desks or climb step ladders to troubleshoot wiring and switches.

Mental Demands

Employees apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations with only limited standardization. They interpret a variety of instructions furnished in written, oral, and diagrammatic form. Employees occasionally encounter situations with stressed or upset individuals. They must listen to a variety of user computer problems, analyze information and suggest solutions to problems based on the analysis.