



Information Technology Job Family: **Network Technician Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

GENERIC JOB PROFILE SUMMARIES

Network Technician II INDIVIDUAL CONTRIBUTOR	Network Technician III INDIVIDUAL CONTRIBUTOR	Network Technician IV INDIVIDUAL CONTRIBUTOR
Install, diagnose and repair voice, data, wireless, and video network infrastructure and services, including hardware and software as assigned by the Supervisor.	Install, diagnose and repair/maintain voice/video/data network systems infrastructure, including hardware and software.	Install, diagnose and repair/maintain voice/video/data network systems infrastructure, including hardware and software.
		Provide innovative and creative expertise to all fields of electronics, including voice, data, and video communications.
Monitor performance of networks using appropriate software and hardware tools.	Modify gateways and configure software and communications systems.	
Install and configure Local Area Networks, voice, data, and video hardware.	Install, repair, and maintain moderately complex voice, data, and video hardware	Install, repair, and maintain somewhat complex voice, data, and video hardware
	Conduct on-the-job training of support staff.	Conduct on-the-job training of support staff.
	Write technical documentation and reports.	Write technical documentation and reports.
		Schedule and coordinate project activity.
		Collaborate with staff, engineers, and customers.

Network Technician II INDIVIDUAL CONTRIBUTOR	Network Technician III INDIVIDUAL CONTRIBUTOR	Network Technician IV INDIVIDUAL CONTRIBUTOR
	Analyze requirements and plan installations when requested for less complex voice/video/data networks.	Analyze requirements and plan installations for somewhat complex voice/video/data networks.
Consult with customers at an introductory level regarding basic use of installed equipment and software.	Consult with customers at an introductory level regarding basic use of installed equipment and software.	Consult with customers at an introductory level regarding basic use of installed equipment and software.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10650 NETWORK TECHNICIAN II, BAND C	10651 NETWORK TECHNICIAN III, BAND D	10652 NETWORK TECHNICIAN IV, BAND E
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Associates Degree or equivalent; up to 1 year experience or equivalent	Associates Degree or equivalent; more than 2 years, but less than 4 years experience or equivalent	Associates Degree or equivalent; more than 4 years, but less than 6 years experience or equivalent
IMPACT	Extends beyond college/unit	Extends beyond college/unit	Extends beyond college/unit
CONTACTS - INSIDE	Assists others Cooperation of task completion Handle confidential information	Coordinate activities Contribute to group projects	Provide guidance or instruction
CONTACTS - OUTSIDE	Straightforward business Provide factual information Handle confidential information	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business activities Obtain involved information Provide detailed response
CONTACTS - STUDENTS	Provide information or instruction on policies/procedures	Provide information or instruction on policies/procedures	Provide training and instruction on equipment, instruments, machinery, methods

FACTOR PROFILE	10650 NETWORK TECHNICIAN II, BAND C	10651 NETWORK TECHNICIAN III, BAND D	10652 NETWORK TECHNICIAN IV, BAND E
SUPERVISION	None given	Group leader Full responsibility of students, temporaries, and employees who do similar work Includes recommendations for hiring and performance appraisals	Administrative supervision Assigns and reviews work Recommend hiring and participate in performance appraisals
COMPLEXITY	Focus on an entire field	Focus on an entire field	Focus on both an entire field and related areas
LEVEL OF DECISION MAKING	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for assisting, contributing to and influencing decisions on setting policies and/or procedures, research, planning and development activities
FREEDOM OF ACTION	General supervision Proceeds alone on regular tasks Refers questionable situations to supervisor	Very general supervision Resolve most problems Accomplish most tasks alone Keep supervisor informed of progress	Little guidance, accomplish work activities Rarely refers situations to the supervisor
SUPPORT SKILLS – WRITING	Provides standard responses to inquiries	Provides a non-standard response or prepares written material that requires some research	Provide a response for which few prototypes exist or prepare written information that requires extensive research
SUPPORT SKILLS – COMPUTER	Use business or technical programs to complete task requiring sophisticated usage	Use business or technical programs to complete task requiring sophisticated usage	Use complex business or technical programs in an environment that requires some programming skills
WORKING CONDITIONS - PHYSICAL	Lift more than 50 lbs.	Lift more than 50 lbs.	Lift more than 50 lbs.

FACTOR PROFILE	10650 NETWORK TECHNICIAN II, BAND C	10651 NETWORK TECHNICIAN III, BAND D	10652 NETWORK TECHNICIAN IV, BAND E
WORKING CONDITIONS - VISUAL	Close concentration, visual attention and need for manual dexterity	Close concentration, visual attention and need for manual dexterity	High degree of concentration, requiring acute eye/hand coordination
WORKING CONDITIONS - HAZARD	Chemicals/substance requiring careful use. Handling of animals or mildly toxic plants. Equipment requiring close attention, including extensive computer use. Some use of protective devices	Chemicals/substance requiring careful use. Handling of animals or mildly toxic plants. Equipment requiring close attention, including extensive computer use. Some use of protective devices	Chemicals/substance requiring careful use. Handling of animals or mildly toxic plants. Equipment requiring close attention, including extensive computer use. Some use of protective devices