SANTA BARBARA COMMUNITY COLLEGE DISTRICT

NETWORK SUPPORT TECHNICIAN
(Network Administrator)

Definition

Under the supervision of the Director of Educational Technology and Microcomputing Services, the Network Support Technician provides ongoing support of the academic and administrative local and wide area networks.

Examples of Duties

Analyze and control the use of the District's network resources; perform analysis of network failures and oversee the subsequent development, implementation and documentation of corrections for problems in Network Operating Systems and ancillary software; insure network efficiency and integrity; perform network hardware/software planning and evaluations; perform modification and maintenance of local area networks; perform other duties as assigned.

Employment Standards

Education and Experience: Any combination equivalent to an Associate Degree in Computer Science, Management Information Science, Electronic Technology or a closely related field, and two years of progressive experience in network systems. A B.A. degree is preferred.

Knowledge and Abilities: Knowledge of microcomputers, terminals, and related support software; knowledge of local area network hardware sufficient to assist on selection and installation of new hardware and software configuration; knowledge of network operating systems, network and application, software maintenance, network performance tuning and development of system support software; ability to work with IBM and Macintosh networks specifically, Norvel, Lan Manager, Apple Share, etc.; knowledge of network access protocols; knowledge of capacity planning and resource management techniques; knowledge of data security standards and practices; ability to communicate effectively in both written and verbal form to conduct necessary training; ability to perform individual research, analysis and evaluations in state-of-the-art hardware and software network technologies; ability to plan and organize multiple concurrent technical projects; ability to develop, prepare and present technical briefings and specifications for implementation; ability to oversee the development, coordination, and enforcement of standards; ability to work effectively with vendors to develop an understanding of products, evaluate proposals, and enhance applications; ability to work independently and exercise judgment and initiative; ability to maintain a cooperative working relationship with others; sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of community college students.

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