



City of Milford Network Technician

Pay Grade: 108

Employment Status: Full-Time

FLSA Status: Exempt

Experience Required: Minimum of 3 years of experience with computer systems and software; or any combination of experience and training which provides the required knowledge and skills. CompTIA A+ hardware and OS certification required. CompTIA Net+ and/or Security+ certification(s) preferred. Microsoft Certified Professional certifications preferred. Account and general admin of Microsoft Exchange and Windows Active Directory and Service Administration preferred. NIMS (National Incident Management System) ICS-100 and FEMA IS-700 training is required. Possession and retention of a valid Delaware vehicle operator's license is required; must pass testing for substance abuse and criminal background investigation. Subject to random drug and alcohol testing in accordance with City policy.

Minimum Education Requirements: Associate's degree in information technology or related field

Direct Supervisor: Information Technology Director

Supervisory Responsibility: N/A

Primary Work Location: Office setting with the potential exposure to adverse environmental conditions (dirt, cold, rain, fumes).

Job Summary: Works in a team environment to implement, support, and maintain all information systems including networks, servers, desktops, and the data center. This position relies on experience and exercises independent judgement to determine the best approach by using and interpreting policies and procedures.

The Network Technician shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative and responsive service. The Network Technician shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, progressive decision-making, personal accountability and responsibility.

Supervision Received: Work is performed under the general supervision of the Information Technology Director.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential duties:

- A. Provides Tier 2 and Tier 3 technical support by responding to escalations made by the Technical Support Specialist.
- B. Provides customers with updates on ticket status to ensure communication between customers and the Information Technology Department.
- C. Manages the M365 tenant and all aspects of the hybrid environment.
- D. Maintains physical and virtual servers (patching, monitoring, general maintenance).
- E. Monitors and maintains network security, performance, and capacity.
- F. Monitors network, devices (switches, routers, Wireless AP) to ensure security and availability to users.
- G. Supports technology projects and custom software implementations by participating in planning sessions as well as performing assigned tasks.
- H. Researches new technologies; participates in evaluation discussions; offers recommendations.
- I. Performs related work as required.



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Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment:
An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Windows Server administration.
- VMware or Hyper-V administration.
- Dell desktop, laptop, and server hardware.
- Windows 10 desktop operating systems.
- M365 tenant and hybrid AD management and troubleshooting.
- Extensive network management knowledge (monitoring, troubleshooting, setup)
- Standard office applications, operation, security, and maintenance of server, desktops, laptops, mobile devices and related equipment in a networked environment.
- Wireless and Bluetooth technologies for mobile devices and peripherals.
- Networking, IT security, and modern IT best practices.

Skills

- Communication - able to understand and provide effective written and oral communication.
- Time management.
- Multi-tasking.
- Decision making.
- Demonstrated customer service focus.

Abilities

- Adhere to all applicable Federal and State safety laws, rules and regulations and City safety policies/procedures.
- Ability to move objects weighing over 20lbs with the help of equipment/devices, on a frequent basis.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.
- Manage difficult or emotional customer situations.
- Quickly investigate and understand an array of applications and technologies in order to gather and understand operational, business, and application requirements.
- Identify and understand a problem or situation, troubleshoot and work with team members to resolve problems.
- Contribute meaningful input during meetings pertaining to conducting a successful Help Desk, support technologies, departmental functions and processes.
- Utilize remote control software for troubleshooting issues.
- Explain technical issues to non-technical personnel.



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Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my positions. I would like to have a second review of the job description with my manager and human resources.

Department Director: _____

Employee: _____

Human Resources Director: _____