



# City of Milford

## Network Technician

Pay Grade: 8

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**Employment Status:** Full-Time

**FLSA Status:** Exempt

**Experience Required:** Minimum of three (3) years' experience computer systems and software; or any combination of experience and training which provides the required knowledge and skills. CompTIA A+ hardware and OS certification recommended or equivalent experience. 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).

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**Job Summary:** The Network Technician 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 judgment to determine the best approach, utilizing and interpreting policies and procedures to ensure optimal system performance.

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.

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**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:

- **Technical Support & ServiceDesk:** Provides all tiers of technical support by promptly responding to ServiceDesk requests and updating customers on ticket status to ensure effective communication with the IT Department.
- **M365 & Hybrid Environment Administration:** Manages the M365 tenant and oversees all aspects of the hybrid environment.
- **Server Management:** Maintains physical and virtual servers through regular patching, monitoring, and general maintenance.
- **Network Security & Performance:** Monitors and maintains network security, performance, and capacity in compliance with best practices mandated by the City, State, and U.S. Government—including adherence to MS-ISAC guidelines.
- **Device Monitoring:** Oversees network devices (switches, routers, wireless access points) to ensure their security and continuous availability to users.
- **Project & Software Support:** Supports technology projects and custom software implementations by participating in planning sessions and executing assigned tasks.



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- **Technology Research & Recommendations:** Researches new technologies, engages in evaluation discussions, and offers informed recommendations.
- **Other Duties:** Performs related work as assigned.

### **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**

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

#### **Abilities**

- Adheres 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.
- Establishes and maintains effective and cooperative working relationships with those contacted in the course of work.
- Manages difficult or emotional customer situations.
- Quickly investigates and understands an array of applications and technologies to gather and understand operational, business, and application requirements.
- Identifies and understands a problem or situation, troubleshoot and work with team members to resolve problems.
- Contributes meaningful input during meetings pertaining to conducting a successful Help Desk, supports technologies, departmental functions, and processes.
- Utilizes remote control software for troubleshooting issues.
- Explains 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 position. I would like to have a second review of the job description with my manager and human resources.

Department Director: \_\_\_\_\_

Employee: \_\_\_\_\_

Human Resources Director: \_\_\_\_\_