



Systems Network Technician (Classified)

The Secretary for the Commissioners of the Land Office (“CLO”) seeks applicants for the position of a “classified” Systems Network Technician.

Job Family Level:	Systems Network Technician
Job Family Code:	B23A
Pay Band/Salary Range:	H - \$23,931 - \$43,874 (annually) \$1,994.27 - \$3,656.17 (monthly)

SYSTEMS NETWORK TECHNICIAN B23

BASIC PURPOSE:

Positions in this job family are assigned responsibilities for performing highly technical responsible work in providing computer services and office automation support related to implementing and maintaining personal computer systems, local area networks, client workstations, network components, and other automation equipment and devices. In this role, incumbents are assigned technical responsibilities involving the implementation and maintenance of various types of computer systems and related equipment and software. Duties include providing assistance and training to users, identifying and resolving problems related to applications and software, coordinating and supporting automation systems for specific program areas, performing regular maintenance on computer equipment, printers and other devices, and serving as a liaison between users and the Information Technology Division as required.

TYPICAL FUNCTIONS:

Diagnoses and troubleshoots problems with applications and software and client workstations, servers, network components, office automation equipment and devices, and related systems and devices; identifies causes and resolves technical problems; coordinates with Information Technology Division as needed.

Maintains client workstations, regularly executes disk scans to check for file, folder or disk errors; defragments hard drives for optimum performance; performs virus scans and cleans peripherals, such as monitors, keyboard, and mouse; coordinates network/mainframe security requests.

Participates in testing and implementing new applications and software; develops instructional guides or provides group or individual user training as needed; assists users in the operation and application of available equipment and network systems.

Serves as a specialist in the various electronic data processing systems utilized for various program areas; makes recommendations regarding training and equipment needed for office automation; maintains security of computer identifications and/or passwords; changes tapes as needed.

Produces reports as needed; and transports or delivers documents or equipment.

Participates in workshops, seminars, conferences and other training on computer systems, networks and office automation devices; keeps abreast of current technology and improvements.

Assists in the development and placement of new forms and documents on the system.

Prepares letters, memorandums and reports.

LEVEL DESCRIPTORS:

Level I

Code: B23A

Salary Band: H

This Job Family consists of only one level and incumbent employees are responsible for performing all typical functions associated with the position to which assigned.

Knowledge, Skills and Abilities required include knowledge of computer systems, local area networks, office automation software, and related equipment and devices; of computer maintenance requirements and procedures; of data processing concepts and procedures; of data base structures and applications systems; and of modern office administration. Ability is required to analyze and evaluate computer systems; to install and maintain computer networks; to establish and maintain effective working relationships; to exercise good judgment in evaluating situations; to express ideas and facts clearly and effectively; and to follow oral and written instructions.

Education and Experience requirements consist of one year of experience working with Microsoft Office or a similar product; or an equivalent combination of education and experience.

Special Requirements:

Applicants must be willing and able to perform all job-related travel normally associated with this position. Some agencies may require that applicants successfully complete a training program required of employees assigned to this job family.

The primary duties of this position will include: Support staff in the office and remote users (field staff) PCs, imaging desktops, configuring PCs, application installation and troubleshooting, resolve connection issues, administer network accounts, network printers, network applications, oversee IT services.

Selective Preference: Special consideration will be given to those applicants who have: certification from a hardware vendor (Microsoft; Dell; Cisco; HP, Intel; CompTIAA+ or other organizations).

The Appointing Authority may require a (1) year trial period in accordance with Merit Rule 530:10-1-55(b).

Applicants must be legally authorized to work in the United States and do not require sponsorship (H-1B).

Applicants may be subject to a background check.

Click on a link below to apply for this position:

<p>Fill out the Supplemental Questionnaire and Application NOW using the Internet.</p>	<p>Apply Online </p>
<p>View and print the Supplemental Questionnaire.</p>	<p>This recruitment requires completion of a supplemental questionnaire. You may view and print the supplemental questionnaire here.</p>

Veteran's Preference Points apply only for initial appointment in the Classified Service.

The Commissioners of the Land Office is an Equal Opportunity Employer