



## NETWORK OPERATIONS JOB FAMILY

### CAREER PATH

#### **Network Operations Technician**

Network operations roles at this level are accountable for assisting senior staff and/or working with a team to monitor computer equipment/systems, respond to service requests, incidents and problems, and categorize/escalate issues as needed. Reviews configuration information in databases and technical diagrams. Communicates with customers and assists customers by phone and e-mail issues, outages and remediation status. Assists with after-hours client support performing basic troubleshooting, such as unlocking and resetting user accounts. Duties also include documenting incidents, maintaining computer records and production reports.

#### **Knowledge, Skills, and Abilities**

In addition to those identified in the previous levels within this career path:

Working knowledge of and the ability to demonstrate successful use of computer equipment and associated software/databases in the performance of duties.

Working knowledge of and the ability to demonstrate understanding of all assigned areas of network operations, as well as the laws, principles, and practices as they are related to implementation within the agency.

Knowledge of and the ability to demonstrate understanding of the agency's policies, procedures, rules, and regulations in the performance of duties.

Possess and demonstrate successful communication skills in English via all modes of communication.

Possess and demonstrate successful management and prioritization of work within predetermined deadlines and stressful/adverse situations.

Possess and demonstrate the ability to successfully work as a team member and positively interact with a variety of people, as well as work hours as assigned.

Ability to demonstrate successful performance in the training and mentoring of junior staff.

Ability to demonstrate successful performance in the research, gathering, correlating, and analyzing of facts to develop reports, charts, recommendations, and/or solutions in the performance of duties.



## NETWORK OPERATIONS JOB FAMILY

### CAREER PATH

Ability to demonstrate successful performance and adherence to the rules of conduct for Patrol employees in accordance with General Order 26-02, as well as all other applicable agency policy and procedures.

Ability to demonstrate successful performance and adherence to policy and procedure in the care and maintenance of restricted and confidential information in the performance of duties.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.)

**Minimum Requirements** *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Associate's degree from an accredited institution.

Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

### **Necessary Special Requirements**

Documented successful completion of at least 26 hours of professional skill development and leadership training each calendar year.

**Pay grade:** 18, 22, 25, 28

**FLSA Status:** Non-Exempt

**Work Schedule:** An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.

**Effective:** 07/01/2024

**Reviewed:** 07/01/2024

**Revised:** --