

 <p><b>STATE OF INDIANA</b> CLASSIFICATION SPECIFICATION</p>	<b>Class Title:</b> LAN Support Technician		<b>Class Code:</b> 001BS3
	<b>FLSA Status:</b> Non-Exempt	<b>Salary Schedule:</b> RDS	<b>Effective Date:</b> 6-27-14
	<b>Summary:</b> Incumbent monitors and responds to complex technical hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Incumbent provides technical advice to ensure the development of server hardware specifications.		

**Duties:**

- Installs network software/hardware;
- Trains users on network software/hardware;
- Provides problem solving or determination and support to ensure proper escalation during periods of outages;
- Provides internal analysis during periods of degraded system performance;
- Performs studies to define solutions;
- Provides integrated customer support to all users on hardware/software problems;
- Attends all meetings involving server hardware;
- Provides interface with vendor support services groups;
- Assists in the evaluation of vendor products to determine which best meets needs;
- Presents information to management regarding purchase of hardware, software and modem equipment;
- Performs related duties as required.

**Job Requirements:**

- Extensive knowledge of network PC/LAN communications hardware/software;
- Extensive knowledge of local area network concepts;
- Extensive knowledge of computer programming including computer languages and testing of programs;
- Extensive knowledge of equipment used;
- Extensive knowledge of most recent technical developments in the hardware field;
- Ability to read and understand complicated technical manuals on hardware, software, database design and database administration;
- Effectively communicate, both orally and in writing;
- Considerable knowledge of network operating systems in use by Indiana State Government;
- Considerable knowledge of networking protocols.

**Difficulty of Work:**

Incumbent is responsible for ensuring that all systems are available to the customers during their scheduled availability hours. Duties are broad in scope and require the use of independent judgment to interpret policies and procedures to fit each unique situation. Incumbent works with customers to enhance processes and resolve problems. Incumbent will be responsible for and conducts studies of various computer operations automation techniques.

**Responsibility:**

Work may have a substantial impact on business operations due to process enhancement and problem resolution. Incumbent will be responsible for ensuring the performance of multiple Local Area Networks. Incumbent assists the management with projects. Incumbent is responsible for directing problem determination efforts and coordination of computer equipment and software program repair. Work is reviewed for soundness of judgment and compliance with policy and procedure.

**Personal Work Relationships:**

Incumbent interacts with a wide range of personnel from the agency, other state agencies and outside contractors to ensure that the multiple computer systems are operationally ready to meet the processing requirements of its customers. Incumbent also works with manager, technical support, vendors, analysts, programmers and clients in problem solving and software/hardware maintenance. Incumbent can be involved in large-scale projects involving communications with many different parties which often requires cooperative problem solving. Incumbent must be able to tactfully gain information and cooperation from co-workers, vendors and customers.