

**Lane Council of Governments
Job Classification - SAMPLE**

Job Title:	LAN Technician	FLSA Status:	Non-Exempt
Division:	Administrative Services	Range:	10
Reports To:	Information Services Manager	Last Revised:	April 2005

General Statement of Duties

Assists users in resolving basic hardware and software-related problems in a PC-based Local Area Network (LAN) environment. Services printers.

Supervision Received

Work is performed under applicable policies, guidelines and appropriate LAN technical standards and requirements. Work performance is evaluated through periodic conferences and reports and through the adequacy and timeliness of records, reports and services provided.

Supervision Exercised

None.

Resource Responsibility

Limited responsibility for financial or human resources. Work is part of a larger task where many checks exist for errors.

Essential Job Functions

Assist LCOG with resolving basic hardware and software problems in a PC-based Local Area Network (LAN) environment. Documents and tracks problems; uses Help Desk tools.

Assists users in basic functions such as: setting up defaults; reconnecting printers; formatting documents; and file management.

Services printers.

Refers problems that go beyond the basic level to appropriate staff.

Other Job Functions

Performs other related duties as assigned.

Working Conditions

The work is performed primarily indoors requiring hand/eye coordination in the operation of computers and related equipment, with long periods of sitting at a computer and occasional lifting of objects weighing up to 50 lbs.

Knowledge, Skills, and Abilities

Entry level knowledge of LAN hardware and software applications and LAN system capability.

Entry level knowledge of computer applications including Word, Excel and Microsoft Access.

Knowledge of basic computer troubleshooting, such as logging onto mainframe sessions and reconnecting printer to server.

Ability to communicate effectively and respectfully with other employees and vendors using tact, courtesy, and good judgment.

Ability to service printers, referring more difficult repairs to an outside contractor.

Ability to work with accuracy and attention to details, and to meet deadlines.

Ability to understand and execute oral and written instructions, policies, and procedures.

Ability to prepare accurate records and reports.

Ability to establish and maintain effective working relationships with other employees and representatives of other agencies.

Physical ability to perform assigned work.

Education and Experience

Associate's degree in computer science and one year experience working with PCs on a Local Area Network or related experience, or any combination of education and experience that provides the applicant with the desired knowledge, skills, and ability. Experience with Microsoft Windows operating system and MS Office are strongly preferred.

Licenses, Certificates, and Other Requirements

None.