

The Delaware State Police is accepting applications for the position of:



**JOB TITLE:** TELECOMMUNICATION/NETWORK TECHNICIAN I  
(This is a career ladder position from Technician I – III)

**SALARY:** \$37,261.00 pg 11; \$39,665 pg 12; \$42,236 pg 13

**LOCATION:** DSP Headquarters, Dover

**CLASS CODE:** L23214

**OPENING DATE:** 03/20/2015

**CLOSING DATE:** 04/01/2015

**GENERAL DESCRIPTION:**

This full performance level position supports all aspects of a LAN (hardware and software) and telecommunication systems for voice/video/images as a systems administrator. The support work emphasizes monitoring, operation and maintenance involved in the administration of a LAN and telecommunication systems, end user assistance through help desk customer services, and technical systems maintenance through diagnostics and repair.

**ESSENTIAL FUNCTIONS:**

Configures, installs, tests, troubleshoots, repairs and monitors operation of LAN hardware/software including desktop computers, data/voice/video communication systems, including peripheral devices, wiring and cabling to ensure connectivity and functionality. Identifies and resolves network and telecommunication system malfunctions including connectivity and functionality for mainframe and remote access and other connections/interfaces; start/restart network after disruptions or failures using computer diagnostic tools and software; run system backups; resolves desktop computer problems. Provides customer service through central help desk function to resolve or ensure resolution of problem diagnosis/assessment and repair. Maintains database of user problems and resolution. Performs routine network systems administration to include, but not limited to: addition/deletion of users and hardware/software, defining access rights, implementing and ensuring compliance with security procedures and policies, purchasing hardware/software through state contracts, planning and implementing desktop computer migration and maintaining inventory control systems. Advises and trains users on the operation and capabilities of hardware and application software. Plans, schedules, installs and test software updates and hardware upgrades; conducts needs analysis of equipment, software, network security, budget, disaster recovery concerns, training and equipment resources to plan and recommend network changes in ways that meet program goals. Coordinates network expansion with agency technical staff, consultants, contractual vendors or OTM. Provides systems administration independently e.g., evaluates system performance, troubleshoots network

operating systems; coordinates installation or actually installs hardware/software and conducts tests to assure system is operating properly; coordinates with multiple vendors to resolve issues. Independently provides systems technician services e.g., provides troubleshooting, diagnoses and repairs to include performing some nonstandard device configurations. Installs, monitors, and maintains, at a base level, network and telecommunications devices such as hubs, switches, servers, routers, basic cabling and other basic infrastructure components. Provides first and second level support for Help Desk functions. Emphasis is on troubleshooting PC operating systems and investigating hardware/software problems to locate and correct malfunctions. Network problems at this level are more complex requiring the incumbent to probe for information when the nature and cause of the problem is unclear and the solution is not obvious. Guidelines exist for most situations in the form of standard operating procedures and policies, protocols or techniques, hardware and software manuals, copyrights, and standards/instructions. Interpretation of guidelines involves choosing from alternatives with more than one technically valid solution but one is better than the alternatives depending on the circumstances of the situation. Contacts are for the purpose of exchanging or collecting information, e.g., explain operating procedures, gather facts to describe problems to higher skilled repair technicians, and instructing users on the steps to follow to correct a problem with the operation of equipment. Performs related work as required.

#### **KNOWLEDGES, SKILLS AND ABILITIES:**

Knowledge of the methods and techniques for installing, testing, configuring, troubleshooting and repairing data/voice/video/imaging communication systems and associated wiring, network dependent devices and network infrastructure components. Knowledge of the methods and techniques for performing diagnostics and problem resolution associated with computer based systems and local area networks or wide area networks. Knowledge of the methods and techniques of voice/video/imaging systems administration and data network administration. Ability to communicate effectively. Ability to use sound judgement and reach logical conclusions. Ability to identify and analyze problems/needs/issues, assess their impact and make recommendations. Ability to provide guidance and direction to a variety of people pertaining to applicable laws, rules, regulations, policies, and procedures. Ability to establish and maintain effective working relationships with a variety of people.

#### **MINIMUM QUALIFICATIONS:**

Experience in installing, testing, and configuring networks as well as the associated wiring, network dependent devices and infrastructure components. Experience in operational support including troubleshooting, diagnosing and resolving network problems. Ability to communicate effectively.

#### **Conditions of Employment:**

Direct deposit of paychecks is required as a condition of employment.

- A satisfactory criminal background check is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the State Personnel web-site at: <http://delawarestatejobs.com/benefits/index.shtml>

A labor organization has been elected by employees as their representative for collective bargaining and other work related purposes. The person selected for this position shall as a condition of employment, join and pay dues to the labor organization or may, instead not join but pay a service fee no greater than the dues.

## **APPLICATIONS:**

Please submit a Delaware State Police civilian application to:

DELAWARE STATE POLICE, Human Resources Office, P.O. Box 430, Dover, DE 19903

Applications can be found at our website at:

<http://www.dsp.delaware.gov/employment.shtml>

Applications can also be found at any troop or at our Headquarters at 1441 N. Du Pont Highway, Dover, DE 19903

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by a State of Delaware Application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

NOTE: The Division of State Police is a non-merit system agency.

The State of Delaware - An Equal Opportunity and Affirmative Action Employer