



## CITY OF SANDY JOB DESCRIPTION

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**POSITION TITLE:** Network Technician  
**DEPARTMENT:** SandyNet  
**FLSA STATUS:** Non-Exempt  
**SALARY GRADE:** F  
**REPRESENTATION:** None

### **GENERAL POSITION SUMMARY:**

The Network Technician works in the SandyNet department and performs tasks associated with scheduling installations for SandyNet customers, providing customer service, installing customer premise equipment, updating and maintaining customer records, and other duties as assigned.

### **ESSENTIAL JOB FUNCTIONS:**

- Reconciling and ensuring accuracy of customer records.
- Answering phones and advising customers on SandyNet services.
- Providing customer service for SandyNet customers.
- Scheduling installation of SandyNet services.
- Troubleshooting and repairing SandyNet customer premise equipment both remotely and via on-site visits.
- Establish and maintain positive working relations with coworkers, citizens, and the general public.
- Other duties as assigned.

### **JOB SPECIFICATIONS:**

#### **Mandatory Requirements:**

- Bachelor's Degree from an accredited college or university.
- Minimum two years of experience working in an office setting.

#### **Necessary Knowledge, Skills and Abilities:**

- Ability to work in a busy office setting and balance multiple tasks simultaneously.
- Excellent customer service skills.
- Working knowledge of provisioning and troubleshooting GPON fiber optic networks.
- Working knowledge of provisioning and troubleshooting fixed wireless networks.
- Working knowledge of office software, including word processing and spreadsheets.
- Understanding operation of optical fusion splicing.

#### **Special Requirements/Licenses:**

Must be able to pass the department's security clearance standards, including Reference check, Criminal History check and have a valid driver license with an acceptable driving record.

### **SUPERVISION RECEIVED:**

Works under the direction of the IT Director and SandyNet General Manager.

### **SUPERVISORY RESPONSIBILITIES:**

This position is not a supervisory position.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Frequently performs lifting, pushing and/or pulling which does not exceed 50 pounds.
- Frequently required to sit for long periods of time.
- Ability to occasionally walk between City departments to attend meetings and other purposes.
- Requires the mobility to stand, stoop, crawl, reach and bend.
- Able to reach with hands and arms, use hands to finger, handle, operate small objects, tools or controls and must have sufficient hand eye coordination to operate common business equipment.
- Frequently required to climb ladders to install/maintain equipment.

**TOOLS AND EQUIPMENT USED:**

- Optical fusion splicer. Power tools including drills, impact hammers, roto-hammer, and air compressor. Various hand tools.
- Basic office equipment, including telephone, copy machine and computer.

**WORK ENVIORNMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee works in an office environment as well as outdoors.
- The noise level in the work environment may at times require the use of hearing protection depending on the task being performed.

*This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related or logical assignment to the position.*

*Greg Brewster*  
**Information Technology Director**  
**SandyNet General Manager**

Adopted: 06/30/2009  
Revised: 06/17/2015, 04/12/2016, 12/18/2017, 8/2020



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*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

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**Employee**

**Date**