



Position Description

CATV DATA NETWORK ENGINEER

GENERAL PURPOSE:

This position will report to and support the Cable Television Director with responsibilities to develop, operate and maintain the network's high-speed data Internet service in a state of legal compliance with all Federal Communication Commission (FCC) regulations and standards. Performs other related duties and assignments as required.

SUPERVISION RECEIVED/EXERCISED:

Under the general direction of the Cable Television Director, directly supervises the operation and maintenance of the high-speed data Internet service; and/or municipal local area network (LAN) and municipal wide area network (WAN) as appropriate.

DISTINGUISHING CHARACTERISTICS:

This position requires significant technical, administrative, and analytical skills. Requires training and experience in network related technologies and structures, help desk, and end-user support. Incumbent is expected to work closely and effectively with general public and City Staff to resolve a wide range of data and high-speed Internet operational issues. Requires ability to work a flexible schedule, including staggered work hours, holidays, evening, and respond on-call when necessary. This is a Fair Labor Standards Act (FLSA) exempt position.

EXAMPLES OF DUTIES (illustrative only):

Operates and maintains multiple data servers and components necessary to support high-speed data services. Works closely with Cable Television System Engineer to insure cable television system performance standards are maintained related to the forward and reverse path transmissions used to support high-speed data services.

EXHIBIT "B"

Identifies hardware and software requirements to meet system needs, collaborates with others to provide help-desk support and network support. Assists in development of

new services, manages mail servers, monitors system functions, provides network maintenance and insures departmental policies and procedures are observed.

Assists in the development of technical sessions on software applications and trouble shooting of network protocols, email, operations procedures; writes and maintains technical documentation, maintains inventory of hardware, software, books, manuals and other related documents to support training of Customer Service Representatives and Field Service Technicians.

Provides technical support and information to assist City staff in long range planning and development of purchases and budget expenditure related to technology uses.

ESSENTIAL JOB FUNCTIONS:

Ability to analyze technical problems and shape effective courses of action. Conduct research and develop new services, ideas and concepts, which will both expand and enhance service performance of the cable television operation.

MINIMUM QUALIFICATIONS:

Knowledge of:

Operations, policies, and procedures of the City of San Bruno including budgeting, computer software applications as well as modern office procedures and practices.

Principles and techniques related to operation, maintenance of multiple, complex operating and network systems.

Ability to:

Establish and maintain effective working relationships within all levels of the organization, understand and carry out oral and written directions, discern what level of support is needed when a problem is presented, perform research and prepare information.

License:

Possession of a valid California Class C driver's license and a safe driving record.

Education and Experience:

Any equivalent combination of education and progressively responsible work experience involved in the daily operation of high-speed data and internet connectivity. Typically such evidence could be demonstrated by:

- A) Industry related certification related to servers, routers, switches and modems used in the delivery of high-speed data services.
- B) Five years of increasing responsibilities in areas related to design, development, installation, operation and maintenance of high-speed data services and related products.
- C) Education from a college or university with a bachelor's degree in public administration, business management, or computer technology related fields is highly desirable, but not required.

TOOLS AND EQUIPMENT USED:

Personal computer, including software application such as word processing, spreadsheets, electronic test equipment, motor vehicle, phone, radio, fax, and copy machine. Specialized tools and test equipment use may be required and are listed on addendum for this function.

PHYSICAL DEMANDS:

Requires the maintenance of physical conditioning necessary to operate motorized equipment and vehicles; ability to work in a standard office environment, sit, stand, walk, kneel, crouch, squat, stoop, reach, crawl, twist, climb, and occasionally lift 50 lbs.; walk over uneven surfaces; exposure to outdoor elements and confined work spaces, electrical hazards, chemicals, dust and mechanical hazards, associated with the construction, maintenance and operation of a cable television system; manual and physical dexterity to operate phone, computer keyboard and general office equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, especially as it relates to visual acuity sufficient to distinguish full-color spectrum and minute details on monitors and test equipment. The employee must possess a level of hearing sufficient to troubleshoot audio problems.

WORK ENVIRONMENT:

A combination of office and fieldwork including travel to and from sites. May be required to respond to emergency situation and work non-regular work hours.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

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

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