



DEPARTMENT OF

INFORMATION SERVICES

Network Technician

Salary: \$49,484 - \$53,563

Type: Full Time

Benefits: Full Benefits

Date Posted: 11/25/2025

About IS

Our mission is to provide efficient, centralized, and cost effective municipal information services to the Divisions and Departments of the City, in turn helping them to provide services to citizens. Furthermore, we intend to be good stewards of public resources in order to enhance the quality of life in the City of Salisbury. The Department of Information Services has three divisions: the Information Technology division, Geographic Information Systems (GIS), and the Connectivity division.

Profile

The Network Technician provides basic to intermediate computer and network support, including the installation and configuration of computers, operating systems, software, peripherals, and network cabling or equipment. They troubleshoot and resolve hardware, software, and network issues while maintaining a high level of customer service. Additionally, the Network Technician assists the Network Administrator with the installation, configuration, and management of network-related hardware and software. They also participate in technology projects, offering technical expertise and collaborating with team members to enhance system reliability and overall user experience.

Education

Associates degree in an Information Technology related field OR an equivalent combination of education, certifications, and experience.

Experience

Experience working in a helpdesk environment offering computer hardware, software, and network support.

Requirements/Certifications

Customer service oriented with excellent verbal and written communication skills

Valid driver's license.

How to Apply

1 Visit salisbury.md/apply

2 Submit City application, cover letter, and resume

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

Jobs will be posted for a minimum of 2 weeks.

the capital of the eastern shore

City of Salisbury, MD

Classification Description

Classification Title: Network Technician

Grade: 7

Department: Information Services

FLSA Status: E

Date: 11/19/2025

Position Profile: Under the general supervision of the Assistant Director of Information Services: I.T., provides network and computer technical support for the Information Services Department, including but not limited to: computer hardware/software, and network-related problems reported by city employees, diagnoses the most effective method to resolve the problem, and implements the solution, performs other duties as assigned.

Duties and Responsibilities

Administration/ Task Completion Holds self-accountable for assigned responsibilities; sees tasks through to completion in a timely manner.

- Provides basic to intermediate level help-desk support.
- Installs and configures computers, operating systems, software, peripherals, and network cabling/equipment.
- Troubleshoots and resolves hardware/software and network problems with a high degree of customer service necessary to complete the requests in a timely fashion.
- Assists the Network Administrator with installation, configuration, troubleshooting, and maintenance of network related hardware/software.
- Perform routine network maintenance tasks, such as firmware updates and configuration backups.
- Document all technical support related interactions, actions, and resolutions in the ticketing system.
- Update and maintain accurate knowledge base documentation.

Stewardship/Resources: Safeguards equipment, supplies and materials

- Makes recommendations for purchase of new hardware/software as needed.

Skills Proficiency/Technical Aptitude: Skillful in use of tools, hardware, software, and equipment.

- ~~Must be able to pass a background check.~~
- Knowledge of Microsoft Office software.
- Knowledge of Microsoft Windows Operating Systems.
- Knowledge of basic computer hardware/software troubleshooting techniques.
- Knowledge of Networks, subnets, and VLANs.
- Knowledge of basic networking protocols.
- Effectively prioritize and multitask with enhanced attention to detail.
- Must have a willingness to learn.

- Effectively communicate and maintain effective working relationships with other staff members and members of the public; and
- Must have the ability to provide excellent customer service to client base.

Development/ Professional Development: Participate in opportunities to earn or maintain professional credentials and certifications.

- Serve as point of contact with employees and assist with their requests.
- Improving technology skills by attending relevant trainings.

Performance Expectations

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others and provides useful feedback.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity and ethical behavior.
- **Teamwork:** Works well as a part of a team through respectful and collaborative relationships with colleagues and stakeholder groups.
- **Problem Solving:** Improves, designs, refines, finds and invents criteria to combine in order to resolve problems. This combines creative and critical thinking.
- **Initiative:** Determines what needs to be done and acts on it. Takes charge before others do and/or without being instructed.

Education and Experience

- Experience in a helpdesk-type environment offering computer hardware, software, and network support.
- Valid ~~State Issued~~ Driver's License ~~AND reliable vehicle.~~
- Associate's degree or industry certification preferred.

Physical Requirements

- This position requires infrequent lifting of moderately heavy items, such as equipment, boxes (up to 40 pounds) and occasionally requires stooping, bending and crawling.
- Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting and training rooms, e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.