



NETWORK TECHNICIAN I

GENERAL RESPONSIBILITIES

This is a skilled technical position responsible for maintaining and repairing information technology and communications equipment and analyzing customer requests for service and maintenance calls regarding information technology and communications equipment. The position is also responsible for troubleshooting, repairing and maintaining a variety of equipment and electronic devices. Work may be performed in a shop environment or on-site at other facilities.

ESSENTIAL FUNCTIONS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Address users in a courteous and professional manner and directly communicate with customers.
- Detail all information given and received into service desk application.
- Work with the team to complete ongoing projects and tasks.
- Advise and instruct end users on the necessary technology to achieve solutions.
- Troubleshoot and resolve issues.
- Manage multiple projects/priorities simultaneously.
- Train end users on systems and applications.
- Perform related work as required.

DUTIES ASSIGNED TO SPECIFIC JOB FUNCTIONS (Specialization and proficiency in one or more of these areas is essential.)

Field Services Team

- Configure, diagnose, repair and upgrade desktop/laptop PC equipment and troubleshoot configuration errors of both hardware and software components using enterprise desktop management application.
- Configure, implement, diagnose, and repair copiers and multifunction devices (scanner/copier/printer networked devices) including software and hardware.
- Perform network troubleshooting to isolate and diagnose common network problems.
- Upgrade device drivers and applications.
- Build, troubleshoot and distribute application installation packages.
- Develop, distribute and troubleshoot scripts.
- Support user rights and resolves Group Policy issues.
- Create network resources, users, folders, print queues, rights, etc. as required.
- Install and test necessary hardware and software.
- Maintain consumable parts inventory.
- Research repair part compatibility and availability through various suppliers/vendors.
- Conduct warranty repair work utilizing manufacturer specific diagnostic programs and submit manufacturer warranty claim documentation.
- Monitor manufacturer product bulletins for product recalls and updates.
- Track repair data for trend analysis.

Infrastructure Team

- Act as first responder to infrastructure trouble-tickets including: LAN switching, wireless networking, cabling, distance learning equipment, server issues and telephony devices.
- Perform routine troubleshooting and maintenance on switches, servers, wireless equipment, PCs, servers, universal power supplies and telephony equipment.
- Maintain enterprise monitoring software with all device addresses
- Assist with documenting configurations and maintaining enterprise repository of systems documentation.



KNOWLEDGE, SKILLS AND ABILITIES

Must have a thorough knowledge of the operation, uses and capabilities of computer equipment; methods, tools and techniques used to maintain and repair computer equipment; hazards of the work and of necessary safety precautions; and service desk applications. Must have the ability to read and understand maintenance manuals and work from sketches, drawings and diagrams; establish and maintain effective working relationships with associates and vendors; and carry-out maintenance plans and repair schedules for technical resources in a large environment. Must have the ability to perform component level soldering repair to industry standard and the ability obtain a manufacture warranty repair certification. Must be skilled in the use of computer equipment and possess excellent communication both written and oral, organizational skills, and customer service skills.

EDUCATION AND EXPERIENCE

High School Diploma or GED required. Two years of Information Technology technical hands-on experience using a combination of hardware, operating systems and client-server applications in an enterprise wide distributed computing environment. Industry relevant certifications in related field is preferred.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, lifting, pushing and pulling. Ability to lift 50 lbs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

- Must possess a valid driver’s license and have reliable transportation to carry out site visits as assigned.
- Regular and reliable attendance and adherence to established work schedules is an essential function of this position.
- Specialization and proficiency in one or more of the identified specific job function areas is essential and require the following knowledge base:
 - **Field Services Team** - Proficiency in local area networking, Active Directory account/rights maintenance, remote management applications, SCCM, and Mobile Device Management. Basic understanding in administration of Google Apps for Education. Expert level knowledge of Windows operating systems and PC hardware troubleshooting and maintenance. Experience with GSuite/Admin Console, Network Security Console, and InfoBlox a plus. One or more of the following certifications are preferred: MCSA: Microsoft Certified Solutions Associate, MTA: Microsoft Technology Associate, CompTIA Network+, Security +, A+ or equivalent. Maintain vendor’s manufacturer warranty certification. Preferred Qualifications: CompTIA A+ or equivalent.
 - **Infrastructure Team** – Experience with infrastructure availability-monitoring software and equipment, and installation, troubleshooting and maintaining all aspects of structured cabling. Basic understanding of Video Teleconferencing systems, Network Security systems (Network Access Control Systems, Firewalls, Internet filtering systems), and Telephony equipment and VOIP systems. One or more of the following certifications are preferred: Industry Certifications and/or CCNA. Proficiency in Layer 2 and 3 switching, routing protocols, and wireless networks.

FLSA status: Non-exempt	Description: Rev. 6/00, 6/12, 5/17, 12/19
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