POSITION TITLE: Technology, Network/Systems Technician  
DEPARTMENT: Information Technology  
APPOINTING AUTHORITY: Vice President for Innovation  
SUPERVISOR: Manager of Network/Systems Engineering & Support  
GRADE LEVEL: Support Agreement Level 8A  

Normal weekly hours: 40 for 12 months per year. Start time: 8:00 a.m., end time: 4:30 p.m. Hours may vary due to operational situations.

GENERAL PURPOSE

The Network/Systems Technician will be responsible for the support and maintenance of in-house computer systems, network infrastructure, audio/visual technology, desktops, peripherals, and all related systems. This includes, but not limited to, ability to identify, troubleshoot and resolve problems encountered by end users of campus technology; troubleshoot and solve local-area network problems; provide technical support to end-users regarding computer hardware and software; install, test, certify and troubleshoot networking cabling systems; install configured network equipment; provides technical expertise to end-users regarding optimal set-up for software, hardware and network use; install, configure, monitor and troubleshoot a wide range of network and data communications software and hardware; train users in various software applications and network-related procedures; provide work direction for student assistants; and perform related work as required.

Days/hours will vary due to operational situations. Coverage is needed in the department until 6:00 p.m. Monday through Thursday.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide technical support on site, via phone or email. Troubleshoot and resolve hardware, software, and network-related problems encountered by end-users of the network, the Internet, PCs and Macintoshes.

2. Utilize established tracking system to log requests; monitor progress, track problem resolution, identify patterns of failure, analyze glitches, research, test, and implement solutions.

3. Work with vendors to resolve hardware operating system issues; analyze glitches in system and application software; research, test and implement possible solutions.

4. Support development, implementation, and deployment of new computer projects and new hardware and software installations.

5. Operate and maintain lighting, sound, and video conference systems.
6. Install, certify and troubleshoot campus and remote-campus network cabling infrastructure, including a wide variety of local area network equipment and software.

7. Optimizes computer usage by researching and recommending enhancements to system capabilities and performance.

8. Assist Network\Systems Administrator where needed.

**PERIPHERAL DUTIES**

Other similar duties as assigned.

**DESired MINIMUM QUALIFICATIONS**

*Education and Experience:*

Associate degree in computer science or related field required. A+ certification required, network certification preferred. Should be knowledgeable and experienced in the usage, maintenance, and installation of computer hardware, software and multimedia/video systems. One to three years of related experience required.

*Necessary Knowledge, Skills, and Abilities:*

- Advanced troubleshooting of computer software, hardware, and Windows operating systems.
- Basic knowledge of H.323 Video Conferencing, SIP & VOIP equipment.
- Excellent written/verbal communication skills.
- Strong critical thinking and problem solving skills.
- Familiarity with automated operating system configuration and deployment using various imaging and hardware/software deployment methods.
- Basic network troubleshooting, including hardware and software.
- Familiarity with network concepts, protocols, and systems (switches, routers, DHCP, DNS, LDAP, etc.)
- Basic Microsoft Active Directory knowledge.
- Ability to lift up to 50 pounds. Interpersonal skills appropriate to this position are required.

**SUPERVISION RECEIVED**

Reports to the Manager of Network/Systems Engineering & Support

**SUPERVISION EXERCISED**

None
RESPONSIBILITY FOR PUBLIC CONTACT

None

LICENSING AND REGULATION

None

TOOLS AND EQUIPMENT USED

Hand tools – power & manually operated, computers and related equipment, and general office equipment.

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 functions.

While performing the duties of this job, the employee is frequently required to sit, talk, and hear. The employee is occasionally required to walk; use hands and fingers to feel, handle or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to [50] pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

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.

The work is performed primarily in an office or lab setting. The noise level in the work environment is moderate.

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 to the position.