



POSITION ANNOUNCEMENT

Technician – Network/Systems Technology

This position 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. Normal Weekly Hours: Hours vary between 8 am - 6 pm. IT office requires coverage until 6 pm Monday-Thursday, 8 am - 4:30 pm on Friday. Days/hours will vary due to operational situations.

QUALIFICATIONS

Education and Experience:

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

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.

In accordance with the School Support Personnel Agreement, this position is in Class 8A of the support personnel salary schedule with step position dependent upon past

experience and educational level. Starting salary range is \$34,074.12 - \$36,707.51.

A complete job description is attached. Interested candidates should submit an application, cover letter, and updated resume in Word or PDF format, to careers@northweststate.edu using subject line "Technician – Network/Systems Tech."

For a complete listing of current Employment Opportunities, visit www.northweststate.edu and click on "Community" then "Employment Opportunities."

Office of Human Resources
Northwest State Community College
22600 State Route 34
Archbold, OH 43502
EOE M/F/D/V

Northwest State Community College is an Equal Opportunity Employer and educator that does not discriminate on the basis of race, color, national origin, sex, sexual orientation, genetic information, religion, age, disability or military status in employment or the provision of services. In accordance with the Americans with Disabilities Act, it is the policy of Northwest State Community College to provide reasonable accommodations to persons with disabilities. When contacted for an interview, an applicant who requires special accommodations due to a disability should notify the Human Resources office at the time he/she is contacted so that proper arrangements can be made for the interview.

Posted: 12/01/17 – 12/08/17



POSITION TITLE: Technician – Network/Systems Technology

DEPARTMENT: Information Technology

SUPERVISOR: Director – Network/Systems & Technology Support

GRADE LEVEL: Support, Class 8A

Normal Weekly Hours: Hours vary between 8 am - 6 pm. IT office requires coverage until 6 pm Monday - Thursday, 8 am - 4:30 pm on Friday. Days/hours will vary due to operational situations.

GENERAL PURPOSE

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.

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.
9. Other similar duties as assigned.

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SUPERVISION EXERCISED

None

RESPONSIBILITY FOR PUBLIC CONTACT

Minimal, could work with students, external agencies, and other employees.

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.

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.