Section: G   Personnel

Policy Code:

Job Description: **Network Technician**

Policy:

ESSENTIAL FUNCTIONS:

- **Inventory and Administrative Support**
  - Accurately collect, organize, and report inventory information.
  - Collaborate with the Network Manager to complete network infrastructure projects within the deadline.
  - Conduct daily check-ins and reporting on in-organization infrastructure.

- **Hardware support**
  - Troubleshoot network inconsistencies to determine the source of problems.
  - Repair and perform remedial maintenance on network equipment and related infrastructure devices.
  - Fabricate cables as needed.

  - Install new network infrastructure components.
  - Upgrade existing network infrastructure components.
  - Cable installation and management in infrastructure areas.

- **Software**
  - Assist with some software installation and support as needed.
  - Logging tickets by documenting issue sources, troubleshooting steps, and resolution within the Helpdesk software.

- **MISCELLANEOUS:**
  - Assist with IT administrative tasks, including filing, data entry, and document management.
  - Adhere to organizational policies, procedures, and security standards related to IT operations.
  - Perform any other duties as directed or assigned.

QUALIFICATIONS:

- Associate degree in Computer Science or Management Information Systems or equivalent training or experience.

- Possess a Network+ certification or other relevant industry standard certification or be able to obtain one within a year of employment.
- Ability to effectively work and communicate with administrators, supervisors, and staff.
- Ability to effectively instruct personnel in the use of technology.
- Ability to accurately assess inventory information for reporting and documentation.
- Experience with installing, diagnosing, and repairing network devices.
- Understanding of safe network use practices.
- Possess a background in networking application software and hardware.
- Possess a strong background in electronics and hardware maintenance.
- Strong work ethic and dedication to assigned tasks.

LANGUAGE AND REASONING SKILLS:

Ability to understand written or oral instructions: read, analyze and interpret complex documents, instruction manuals, policies and procedures is essential.

- Excellent communication skills are required.
- The ability to work effectively and efficiently, under stressful conditions, to ensure deadlines are met is essential.

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.

- This position requires you to sit and stand for moderate periods of time and the ability to see and hear.
- This position will require you to climb a ladder.
- Must be able to work on materials above your head
- Must be able to decipher colors for network cabling
- Must be able to lift 50lb.

WORKING ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- This position typically works in a well-lit, climate-controlled, and adequately ventilated office environment and requires observance of safe work practices, fire regulations, and avoidance of falls, trips and similar office work hazards.
- The stress level for this position is moderate and the noise level for this position is low to moderate normally.

TERMS OF EMPLOYMENT: 232 days

Salary Scale: Based on TBA

EVALUATION: Job performance will be evaluated annually by the IT Operations Manager by provision of board policy.