



JOB DESCRIPTION

Job Title: Network Technician
Reports To: Account Management/Operations

Department: Service Operations
Status: Permanent, Full Time
Classification: Exempt, Salary

Position Summary: Candidate will be expected to be able to survey a customer's current IT structure and provide an appropriate solution. Highly technical and able to perform actual work required to monitor, troubleshoot, plan, repair networks and systems. Must have exceptional communication and customer-oriented service skills and exemplary professional behavior when interacting with students, faculty and staff.

Work Hours Varies with client hours; normally one hour prior to start of school day until one hour after end of school day. Usually involves intensive effort during summer deployments and back to school fall season.

Responsibilities Provides User support for desktop and LAN/WAN-based applications; Establishes and maintains security policies with appropriate security levels and firewalls/filters, and user account information; Takes appropriate action in response to security breaches and/or unlawful activities within account domain; Deploys, configures, upgrades and maintains new workstations and equipment; Equipment setup and software installation; Performs other duties as assigned.

Qualifications Combination of Education, Certifications, and Experience

Experience At least three years in network environment and Associate Degree in Technology related field, or BS/BA (with emphasis on MIS) and two years related experience.

Certifications

Prefer BS/BA (with emphasis on MIS), and Novell CNA, Microsoft MCP, Citrix, Cisco and Macintosh certifications.

Promotes a team environment in which diversity of ideas, opinions, and backgrounds is respected and valued. Works to ensure team members are treated with respect and dignity. Maintains a team environment free of offensive behavior.

To apply for this position, please contact our [Human Resource Department](#).