

## **Network Systems Operator**

The Network Systems Operator role is to provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance. The person will also troubleshoot problem areas (in person, by telephone, or via e-mail) in a timely and accurate fashion, and provide end-user assistance where required.

### Education and Experience

1. High School diploma or GED equivalent.
2. A+ Certification preferred.
3. Technical knowledge of PC and peripheral hardware, including PC's, printers, etc..
4. Technical knowledge of PC internal components, including hard drives, NIC, RAM, power supply.
5. Hands-on hardware troubleshooting experience.
6. Equipment support experience with printers.