

Job Description – Network Technician

Title

Network Technician

Description

The Network Technician's role is to support the stable operation of the in-house computer network as well as the secure access to out sourced systems. This includes planning, designing, installing, configuring, maintaining, and optimizing all network hardware, software, and communication links while ensuring minimal network downtime. The person will also diagnose, resolve, and document hardware and software network problems in a timely and accurate fashion, and provide end user training and support where required.

Responsibilities

Strategy & Planning

- Collaborate with network administrator to create optimal network design topologies and configurations.
- Work with end users and department heads to identify and train employees on systems to ensure that systems are utilized in effectively and consistently.
- Aid in development of business continuity and disaster recovery plans, and maintain current knowledge of plan executables. Respond to emergency network disruptions in accordance with business continuity and disaster recovery plans.
- Prepare and ensure accuracy of documentation, procedures manuals, and help sheets for network as well as cloud service installations.

Acquisition & Deployment

- Support development and implementation of networking projects and new technology installations.
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts. Evaluate and recommend for purchase networking hardware and software products.
- Oversee the asset inventory including hardware maintenance plans as well as software licensing and version updates.
- Maintain up-to-date knowledge of networking contracts and supervise contract-based installations.

Operational Management

- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, software, networked peripheral devices, cabling, and networking hardware and software products.
- Maintain servers, including e-mail, print, and backup servers and their associated operating systems and software.
- Maintain network asset management, including maintenance of network component inventory and software licensing.
- Monitor and test network performance and provide network performance statistics and reports.

- Perform on-site analyze, diagnosis, and resolution of complex network problems for a variety of end users, and recommend and implement corrective hardware and software solutions, including off-site repair.
- Recommend, schedule, and perform network improvements, upgrades, and repairs.
- Prepare, maintain, and adhere to procedures for logging, reporting, and statistically monitoring network data.
- Liaise with, and provide training and support to, help desk support staff on network issues.
- Assist in server and security audits.
- Perform system backups and recovery.
- Provide guidance to junior members of the team as required.
- Other duties as required.

Position Requirements

Formal Education & Certification

- College degree in the field of computer science and/or 3 years equivalent work experience.
- IT Certifications in network administration, firewall administration, or switch management preferred but not required.

Knowledge & Experience

- Working technical knowledge of network and PC operating systems, including Microsoft OS and VMWare.
- 2 years of helpdesk experience.
- Working technical knowledge of current network hardware, protocols, and standards, (i.e. Active Directory, SQL, Firewalls and Switches).
- Ability to operate network component analyzers, scanners, and testers.
- Hands-on hardware troubleshooting experience.
- Understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.

Personal Attributes

- Strong written and oral communication skills.
- Good interpersonal skills.
- Ability to conduct research into networking issues and products as required.
- Ability to present ideas in user-friendly language.
- Self motivated and directed.
- Keen attention to detail.
- Analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Work Conditions

- On-call availability on Saturday's 1 day per month.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, hand and power tools, and to handle other computer components.
- Inspect and install cables in floors and ceilings.
- Lifting and transporting of heavy to moderately heavy objects, such as computers and peripherals.