



JOB DESCRIPTION

Position Title:	<u>Network Support Technician</u>	Department:	<u>Admin – Information Technology</u>
FLSA Status:	<u>Non-Exempt (Hourly)</u>	Reports To:	<u>Information Technology Manager</u>
Effective Date:	<u>February 2019</u>	Working Status:	<u>Full Time</u>

Job Summary:

The Network Support Technician is primarily responsible for the direct support of end-users and assessment of incoming trouble tickets. It is the job of the Network Support technician to install, repair and maintain LCSWMA computer workstations and telephone handsets. Additionally, the role will be introduced to network management and IT projects and given responsibility for associated tasks based upon familiarity and training progress.

Job Responsibilities:

- Advance LCSWMA's mission, philosophy, and commitment to the community by embracing these values and demonstrating them in your everyday activities.
- Manage patches and updates for computers and servers to ensure system functionality and security.
- Constantly monitor and check workstation logs for potential issues to provide a proactive approach to PC maintenance.
- Manage all network backups on a daily basis to ensure complete and accurate information is available and saved.
- Assist Information Technology Manager and Network Manager during new projects as directed to achieve the goals of the department.
- Assist in network diagnostic tests in order to ensure system is running at a high level.
- Respond to Help Desk and break/fix issues. Track and record time and work performed to resolve user issues to increase the effectiveness of the department.
- Assist with decommissioning old hardware.
- Produce technical documentation on IT policy and procedure as directed by Network and IT Manager.
- Evaluate procedures for potential improvement and opportunity for efficiencies.
- Conduct basic training for end users to facilitate their development.
- Clean, maintain and repair computers, printers, and other electronic equipment to ensure the correct performance of the devices.
- Install and configure operating systems and standard office applications to ensure the correct performance of the area.
- Perform quality control testing on hardware and working with manufacturer on service replacement.
- Add or replace computers as needed.
- Support a culture of safety by performing all responsibilities in accordance with LCSWMA safety policies and procedures and take a proactive approach to ensure a safe working environment for employees and customers
- Perform all work within Environmental Management System policies in order to comply with procedures.

Education, Training, Certification or Experience:

- Associates degree in Computer Science, Information Systems, or related major from an accredited college with 1-3 years of experience in similar position or related field or a comparable combination of education and experience
- Technical training or experience in service repair.

Technical Competencies:

- Good customer-facing, presentation and negotiation skills
- Strong written, verbal, and non-verbal communication skills
- Good organizational, analytical and problem solving skills and the ability to work independently with



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- limited supervision
- Proficiency in Word and Excel

Behavioral Competencies:

- **Drive for Results:** Focuses on assessing, measuring and improving performance. Shows drive and determination to meet short- and long-term goals. Specifically, takes accountability; for example, tracking his/her own performance against standards or measures.
- **Conceptual Thinking:** Thinks through issues by seeing the pattern or big picture, brings facts and ideas together, and develops innovative or creative insights. Specifically, sees patterns or trends; for example, spotting recurring problems.
- **Approach to Thinking:** Thinks through situations of varying degrees of complexity and ambiguity, in order to understand them clearly. Specifically, sees basic relationships; for example, identifying simple cause and effect, or pros and cons.
- **Teamwork and Collaboration:** Works cooperatively as part of a team and collaboratively with peers, internally and externally. Specifically, has positive expectations; for example, understanding the pressures and constraints on peers in their team and beyond.
- **Attention to Detail:** Manages, tracks and attends to multiple pieces of information, bringing order and clarity. Specifically, checks own work; for example, using systems such as checklists to ensure accuracy.

I have read and understand the above position description. This job description is not intended to be, and should not be construed as, an all inclusive list of responsibilities, skills efforts or working conditions associated with the position. I understand that it does not constitute an employment contract, that my employment is at-will for an indefinite period of time, and that the organization may change wages, benefits, conditions and responsibilities at any time.

Employee Name: _____ **Signature:** _____ **Date:** _____

Manager Name: _____ **Signature:** _____ **Date:** _____