



NETWORK TECHNICIAN II

GENERAL RESPONSIBILITIES

This multi-faceted technical position is responsible for maintaining and repairing information technology equipment, analyzing customer requests for service and maintenance calls in the assigned area. The position is also responsible for troubleshooting, repairing, and maintaining a variety of equipment and electronic devices. An employee in this class is responsible for communicating directly with customers. Work may be performed in a shop environment, data center, or on-site at other facilities.

ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Detail all information given and received into the service desk application.
- Work with the team to complete ongoing projects and tasks.
- Advise and instruct end-users on the necessary technology to achieve solutions.
- Develop specific goals and plans to prioritize, organize, and accomplish the work.
- Maintain constructive and cooperative working relationships with others.
- Troubleshoot and resolve issues.
- Manage multiple projects/priorities simultaneously.
- Train and develop training for end-users on systems, applications, and technical processes.
- Work directly with vendors for support issues.
- Perform routine checks on critical systems to ensure proper operation and minimize downtime.
- Perform related work as required.

DUTIES ASSIGNED TO SPECIFIC JOB FUNCTIONS *(Specialization and proficiency in one or more of these areas is essential.)*

Engineering Team

- Collaborate and assist the engineering team with the installation, maintenance and troubleshooting of software, and configurations of Windows servers and associated hardware.
- Act as first responder to engineering team trouble-tickets including servers, Office 365, GSuite, Active Directory, uninterruptable power supply (UPS), storage, and backup systems.
- Perform routine troubleshooting and maintenance on servers, accounts, applications, appliances, and UPSs.
- Assist with conducting corrective and preventive hardware maintenance on backup systems, servers, appliances, load balancers, and UPSs.
- Assist with documenting configurations and maintaining the enterprise repository of systems documentation.
- Assist with Installation and configuration of servers, storage, cloud-based technology, and hyper-converged systems.
- Assist with performing routine installation of updates to the server, peripheral and networking device firmware, as well as the operating system and vendor driver patches.
- Maintain enterprise monitoring software and systems.
- Manage server hardware repair coverage including recommendations and tracking of systems to be covered via critical contract versus out of warranty repair.
- Verifying / assigning / researching / changing user rights, passwords, password requirements, login scripts, groups, and memberships.
- Performing routine installation of updates to the server, peripheral and networking device firmware, as well as the operating system and vendor driver patches.
- Evaluate team procedures and tasks for efficiency and develop automation when possible.



Field Services Team

- Develop and implement systems and strategies resulting in improved workflows and service delivery across the division.
- Provide, create, or obtain detailed documentation on policies and best practices for systems.
- Ability to communicate orally and in writing to prepare comprehensive reports or present information.
- Interact with vendors to resolve support issues.
- Test, review, and recommend new hardware and software for inclusion in the fleet.
- Test, review, and recommend new operating systems for approval and adoption by the division.
- Develop and test scripts to increase deployment efficiencies.
- Create, test, manage, troubleshoot, and maintain documentation for image creation, driver packages, system security updates, and application deployment.
- Manage and configure Google Workspace for Education console.
- Manage and configure Apple Mobile Device Management console.
- Manage and configure Microsoft Endpoint Management console.
- Manage and configure Active Directory and Group Policies
- Manage and improve the use of enterprise applications.
- Work closely with team supervisors with system applications, manufacturer guidelines, projects and daily tasks.
- Provide guidance and training to Network Technician I's on systems to help with service delivery
- Mentor team members in technical areas to improve skills.
- Obtain, update, and guide team members on necessary industry standards or hardware certifications
- Communicate, report, and address repair trend analysis and forecast with supervisors
- Develop, gather, and request needed hardware parts and supplies based on trend analysis and forecast

Infrastructure Team

- Act as the first responder to infrastructure trouble tickets including LAN switching, wireless networking, cabling, distance learning equipment, and server issues.
- Perform routine troubleshooting, installation and maintenance on switches, routers, servers, wireless equipment, PCs, servers, and UPSs.
- Maintain enterprise monitoring software with all device addresses and receive/respond to alerts accordingly.
- Assist with documenting configurations and maintaining the enterprise repository of systems documentation.

KNOWLEDGE, SKILLS AND ABILITIES

Must have a thorough knowledge of the operation, uses and capabilities of computer equipment; methods and techniques used to maintain and repair computer equipment; hazards of the work and of necessary safety precautions; and service desk applications. Must have the ability to understand and carry out written and oral instructions; read and understand maintenance manuals and work from sketches, drawings and diagrams; establish and maintain effective working relationships with colleagues, associates, team members, and vendors; and must have the ability to carry-out maintenance plans and repair schedules for technical resources in a large corporate environment. Must be skilled in the use of computer equipment and possess excellent communication both written and oral, organizational skills, and customer service skills.

EDUCATION AND EXPERIENCE

Required: High School Diploma or GED. Four (4) years of Information Technology technical hands-on experience using a combination of hardware, operating systems, and client-server applications in an enterprise-wide distributed computing environment.

Preferred: Industry-relevant certifications.

A comparable amount of training and experience may be substituted for the minimum qualifications.



PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Frequent sitting, walking, bending, stooping, crouching, kneeling, grasping, fingering, repetitive motion, reaching, and driving. Occasional standing, climbing and crawling. Work involves moderate exposure to unusual elements such as fumes, unpleasant odors, extreme vibrations, hazards such as moving vehicles, electric current, moving mechanical parts, etc. and/or loud noises. Ability to lift up to 50 pounds frequently. Requires timely and regular adherence to established work schedules. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver's license and reliable transportation to carry out site visits as assigned.

Regular and reliable attendance is an essential function of this position.

Specialization and proficiency in one or more of the identified specific job function areas is essential and requires the following knowledge base:

Engineering Team

- **Required:** Proficiency in Windows Server, virtualization, Google, and Active Directory. – MCSA: Microsoft Certified Solutions Associate, MTA: Microsoft Technology Associate, CompTIA Storage+, VCA, VCP6-DVC, VCAP-DCA* (DCD, CIA, or CID),
- **Preferred:** Google Apps Certified Administrator. Microsoft Certified in Azure Fundamentals.

Field Services Team

- **Required:** Proficiency in local area networking and Active Directory account/rights maintenance. Proficiency in hardware repair for desktops, laptops, printers, and other electronic equipment. Expert-level knowledge of Windows, iOS, and Google client operating systems and PC, laptop, and tablet hardware troubleshooting and maintenance. Experience supporting copiers and multifunction devices hardware and software.
- **Preferred:** MCSA: Microsoft Certified Solutions Associate, MTA: Microsoft Technology Associate, CompTIA Network+, Security +, A+, and ITIL Foundation Certificate in IT Service Management, Google Apps Certified Administrator and ITIL Foundation Certificate in IT Service Management or equivalent certifications.

Infrastructure Team

- **Required:** Proficiency in Layer 2 and 3 switching, routing protocols, and wireless networks. Experience with infrastructure availability-monitoring software and equipment, and installation, troubleshooting and maintaining all aspects of structured cabling. Basic understanding of Video Conferencing systems, Network Security systems (Network Access Control Systems, Firewalls, Internet filtering systems), and Telephony equipment and VOIP systems.
- **Preferred:** One or more of the following certifications: Industry Certifications and/or CCNA.

FLSA status: Non-exempt	Description: Rev. 6/00, 10/14, 4/16 ,5/17, 7/20, 4/22
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