



Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE.....: Senior Network Technician
DEPARTMENT.....: Finance
DIVISION.....: Information Technology
CLASSIFICATION/GRADE.....: Sr. Network Technician/109
REVISED.....: 02/2014
REPORTS TO.....: Network Administrator
REVIEWED.....: 02/2014
WAGES.....: Hourly

SUMMARY:

Under the direct supervision of the Network Administrator, the primary responsibility of this position is to maintain the daily operations of the network and provide assistance to Network Administrator. Assumes supervisory responsibility of the network section in the absence of the Network Administrator. Performs all duties listed under BASIC FUNCTIONS.

BASIC FUNCTIONS:

1. Assist Network Administrator in creating weekly work schedule and assignments for network support personnel.
2. Maintain knowledge of the status of all on-going support request and projects.
3. Meet with various vendors, agencies, and user to determine technical needs and requirements.
4. Configure and maintain all networking switches and routers.
5. Configure and maintain Windows/VMware Virtual server environments.
6. Install and support end-user hardware including (but not limited to) computers, printers and scanners.
7. Assist in maintaining network and server security.
8. Assist in maintaining VoIP Phone System.
9. Install, support, and troubleshoot of network cabling.
10. Perform daily data and system backup.
11. Work with vendors and various department and agencies on the purchase of computers, related equipment and software.
12. Must keep abreast with new technology and products.
13. When instructed or scheduled, may need to work after hours to perform various duties.
14. Perform any and all duties as required or instructed.

OTHER REQUIREMENTS:

1. Must obtain and maintain security clearance.
2. Must be a strong team player with the willingness to help others.
3. Must have the ability to multitask and manage projects under tight deadlines.
4. Ability to work well with the general public, computer users and sale representatives.
5. Be able to physically move and setup computers and related equipment.
6. Requires strong problem solving and decision making skills.
7. Must have a valid Louisiana Driver's License.

EDUCATION/EXPERIENCE:

1. College degree in Computer Science from an accredited college or university. Consideration will be given to equivalent experience and/or computer related courses from business colleges or schools.
2. At least three years experience with the operations and installation of PC based network systems.
3. Knowledge of the latest versions of VMware virtual infrastructure software for servers, Microsoft Office, Windows, Active Directory, Microsoft Exchange, Microsoft Lync and TCP/IP protocol is highly desirable.
4. Experience with routers, switches and firewalls.
5. Working knowledge of VoIP PBX systems.