



Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE.....: Network Technician
DEPARTMENT.....: Finance
DIVISION.....: Information Technology
CLASSIFICATION/GRADE.....: Network Technician/108
REVISED.....: 02/2015
REPORTS TO.....: Network Administrator
REVIEWED.....: 02/2015
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 servers and other related computer equipment. Perform all duties listed under BASIC FUNCTION.

BASIC FUNCTIONS:

1. Install and support end-user hardware including (but not limited to) computers, printers, phones, and scanners.
2. Assist in maintaining network and server security.
3. Assist in maintaining VoIP Phone System.
4. Install, support, and troubleshoot of network cabling.
5. Perform daily data and system backup.
6. Assist in configuring maintaining network switches and routers.
7. Assist in configure and maintain Windows/VMware Virtual server environments.
8. When required, perform daily tasks such as managing user/group account administration, setup email accounts, passwords changes, and access control.
9. Maintain end-user device inventory and documentation.
10. Perform hardware/software/internet audits to verify adherence to computer use policy.
11. Must keep abreast with new technology and products.
12. When instructed or scheduled, may need to work after hours to perform various duties.
13. Perform any and all other duties as required or instructed.

OTHER REQUIREMENTS:

1. Must obtain and maintain security clearance.
2. Must be 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 sales representatives.
5. Be able to physically move and setup computer related equipment.
6. Requires strong problem solving and decision making skills.
7. 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 one-year 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.
6. Experience in developing scalable, fast loading web pages is preferred.