

NETWORK TECHNICIAN

Communications | Networking



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Network Technician is responsible for providing hands-on technical assistance and support for end-users across the organization.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Friday

SHIFT

8 a.m. to 4:30 p.m.

LOCATION

Government Tower – 4th Floor

REPORTS TO

Network Team Leader

PHYSICAL DEMANDS

Lift up to 50 lbs. (medium)

WORK ENVIRONMENT

Works in a dynamic, service-oriented environment that involves both office-based tasks and on-site technical support throughout various TPCG facilities, requiring frequent interaction with end-users and occasional after-hours work to support operational needs.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

Security clearance issued by the Louisiana State Police

Must possess and maintain Louisiana Law Enforcement Telecommunications System certifications for NCIC Access.

In this role, the incumbent will be expected to provide comprehensive support by installing, configuring, troubleshooting, and maintaining the hardware, software, and network systems throughout the Parish.

The Network Technician also ensures the stability and reliability of organizational technology by performing and monitoring daily system and server backups, resolving connectivity issues, supporting system upgrades, maintaining detailed technical documentation including device configurations and network inventory, and contributing to end-user training initiatives to enhance overall user proficiency.

JOB DUTIES

- Install, configure, and support end-user hardware and software—including computers, phones, tablets, printers, scanners, and related devices—to ensure optimal performance and timely issue resolution.
- Install, maintain, and troubleshoot network infrastructure components such as cabling, wiring, radios, routers, and switches, ensuring reliable connectivity across all systems.
- Perform and monitor daily system and server backups to uphold data integrity, system reliability, and organizational disaster recovery readiness.
- Troubleshoot and resolve hardware, software, and network connectivity issues, escalating complex problems as necessary to maintain operational continuity.
- Support system upgrades, technology deployments, and modernization initiatives by evaluating emerging technologies and assessing their impact on existing infrastructure.
- Maintain accurate and up-to-date technical documentation, including IP address inventories, device configurations, equipment locations, and network-connected assets to facilitate efficient support and issue resolution.
- Assist in training end-users on new technologies, systems, and procedures, adapting instruction to varying levels of technical proficiency and integrating user feedback to improve adoption.
- Provide responsive and professional assistance to internal staff, external agencies, and the general public, ensuring a high standard of customer service.
- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Ability to take initiative, guide end-users through technical processes, and support team objectives by demonstrating accountability, professionalism, and sound judgment.
- **Time Management:** Effectively prioritizes multiple tasks, responds promptly to technical issues, and manages deadlines in a fast-paced, service-oriented environment.
- **Analytical Skills:** Strong analytical abilities are needed to diagnose complex technical problems, evaluate system performance, and identify effective, data-driven solutions.
- **Communication Skills:** Clear and professional communication is essential for explaining technical information to users of varying skill levels and for documenting issues and resolutions accurately.
- **Organizational Skills:** Must be able to maintain detailed and accurate technical records, manage multiple support requests simultaneously, and ensure all procedures are followed consistently.
- **Technical Skills:** Must possess advanced proficiency in hardware and software support, network systems, Windows environments, Microsoft 365, SharePoint, Active Directory, VoIP PBX systems and related technologies necessary to maintain reliable IT operations.
- **Qualifications:**
 - Bachelor's degree in Computer Information Systems or a related field from an accredited institution.
 - Minimum of two (2) years of hands-on experience supporting TCP/IP-based networks, including routers, switches, and firewalls.

