

POSITION: IT SERVICES DEPARTMENT  
NETWORK TECHNICIAN

JOB DESCRIPTION

SUPERVISION:

Under direct supervision of the Computer Services Supervisor

RANGE: S9

Schedule: Full time. Day, evening and weekend hours. Schedule subject to change if the need arises.

PURPOSE:

The Network Technician is responsible for support and maintenance of all network accounts, resources, servers and infrastructure. This includes but is not limited to creating user accounts, shared resources, maintaining security groups and profiles, creating/managing group policy objects, Cisco Meraki firewall management and managing enterprise level backup and restore operations. In addition, the position performs on-call computer help desk duties for Library staff and patrons involving computer hardware, applications and office equipment. It requires the ability to access, input and retrieve data from the computer; ability to perform light to medium work; ability to use phone effectively.

Essential Duties:

Windows Server OS, firewall maintenance and backup operations management 50%  
First line on-call support calls 40%  
Maintains copiers, audio visual other office equipment 10%

ESSENTIAL DUTIES: (In alphabetical order)

- Assists in diagnosing computer and local area network problems
- Assists with maintaining computer and various office equipment supplies
- Assists with maintaining network security procedures
- Assists with network and Internet maintenance duties
- Configures/maintains/disables network firewall rules
- Configures/installs/maintains virtual environment, using Vmware
- Creates/maintains/disables Active Directory accounts, groups and network resources
- Installs communication and computer cabling including but not limited to Ethernet and telephone when assigned
- Installs, configures and tests computer hardware, software and updates

- Lead technician on projects as assigned
- Maintains complete log of server events and service
- Maintains enterprise telephone system
- Manages data backup, restore and storage operations
- Monitors server logs and events
- Performs all necessary housekeeping and updating tasks of server OS
- Performs and coordinates routine maintenance of computers, peripherals and upgrades including but not limited to network adapter cards, video cards, disk drives, and various interface cards
- Performs maintenance on copier, audiovisual and office equipment
- Performs on-call help desk duties for Library staff and patrons involving computer hardware, applications, and office equipment
- Performs physical maintenance on all computers, keyboards, monitors, disk drives, printers, peripherals, and various office equipment (i.e. copy machines, typewriters, etc.) according to a schedule developed and maintained by the Computer Services Supervisor
- Prepares, delivers and picks up equipment that is sent out of the building for repair
- Provides assistance in use of equipment and software to both patrons and staff
- Remains aware of new technologies which have application to library operation
- Attends appropriate meetings, workshops and seminars
- Serves on committees as assigned
- Supervises volunteers when assigned
- Other duties as assigned

ABILITY, KNOWLEDGE AND SKILLS: (In alphabetical order)

- Ability to adapt quickly to changes or circumstances
- Ability to climb, stoop, kneel, crouch and crawl
- Ability to deal with multiple tasks effectively and efficiently
- Ability to drive Library van, have valid Illinois driver's license
- Ability to follow directions
- Ability to handle multiple tasks

- Ability to interact with patrons/staff courteously, skillfully and accurately
- Ability to interpret and communicate computer problems
- Ability to lift and handle a minimum of 50 lbs.
- Ability to manage time effectively and efficiently
- Ability to handle multiple tasks
- Ability to take initiative
- Ability to take responsibility for special projects and initiatives
- Ability to train/assist others in use of equipment/software
- Ability to use phone effectively
- Ability to work as a member of a team
- Ability to work effectively and courteously with staff
- Ability to work independently with little supervision
- Accurate
- Detail oriented
- Excellent problem-solving skills
- Excellent verbal and written communication skills
- Excellent verbal and written communication skills
- Knowledge necessary to be able to provide general preventative maintenance and repair of Library computer equipment and peripherals
- Knowledge of internet and online computer services
- Knowledge of standard office and internet application software
- Knowledge of Windows operating systems
- Knowledge/skill with collaborative and/or interactive web applications
- Knowledge/skill with computer networking concepts
- Knowledge/skill with electronic messaging, e.g. email
- Knowledge/skill with Microsoft Office applications
- Knowledge/skill with Unitrends Backup Appliance or similar enterprise level backup software
- Knowledge/skill with Windows Server operating systems
- Skill in working with electrical and mechanical equipment
- Thorough knowledge of personal computer hardware

#### EDUCATION AND TRAINING:

Associates degree in Computer Science or equivalent technical institution certificate and a minimum of one year Information Technology work experience; or 3 -5 years of Information Technology work experience providing Windows OS Server management and/or managing an enterprise network backup scheme. Network+ or MCSA certification preferred but not required.

12/28/18