



Position Title:	Network Services Technician/Coordinator	
Reports To:	Director	
Department:	Campus Network Services	Job Code: 3354-01E
Prepared By/Date:	Jennifer C. Brito/4-5-2009	Job Group: SNE
Approved By/Date:	Manuel Perez/12-8-2010	Salary Grade: 14
Revised:	Jennifer C. Brito/12-8-2010	FLSA Status: Non-Exempt

Summary:

The Network Services Technician/Coordinator performs highly skilled work in the operation, repair and preventive maintenance of academic and administrative computers. This individual determines how to best meet the computing needs of the campus and its community.

Essential Duties and Responsibilities:

- Supports the operations of academic labs and administrative computing.
- Supports multi-platform operating systems such as Windows, Mac OS x and Linux.
- Troubleshoots and resolves computer-related desktop and application issues.
- Serves as liaison to academic and/or administrative departments in researching and implementing technology solutions that best fits their needs and the needs of the campus.
- Installs and maintains computer, printers, applications and other computing peripherals.
- Performs preventive hardware and software maintenance.
- Maintains accurate inventory of all hardware and software peripherals.
- Researches new technology for possible adoption.
- Trains and supervises other technical personnel.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities:

- Operational knowledge of local and wide area networks.
- Working knowledge of Active Directory, Exchange, VMware, group policies as well as scripting and reporting tools and knowledge of relational database systems.
- Working knowledge of multi-platform environments such Windows operating system, Mac OS x and Linux.
- Act as a project lead on varied and multiple projects that may be assigned.
- Excellent interpersonal and communication skills.
- Ability to promote and maintain effective working relationships.
- Ability to work well in a multi-ethnic and multi-cultural environment with students, faculty and staff.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made

to enable individuals with disabilities to perform the essential functions.

Work involves moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises.

Moderate physical activity. Requires handling of average-weight objects up to 30 pounds or standing and/or walking.

No or very limited exposure to physical risk.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Associate's degree in Computer Science, Information Technology or related area and four (4) years of experience in network administration, computer programming, computer maintenance and troubleshooting, or six (6) years of related experience and A+ certification or MCSE certification; or equivalent combination of education and experience.
- Must have experience in Active Directory, Virtualization technologies and Windows Server 2003/2008 environment.
- Must have experience in Mac OS x, Windows XP/VISTA/7 and Microsoft Office 2007/2010.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name