NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

Senior Network Support Technician (Level III)

Department: Computer and Technical Services
FLSA Status: Exempt
Grade/Level: Admin/Prof II
Work Schedule:
Monday - Thursday 8AM - 6PM
Friday 8AM - 12PM
Or as assigned by the supervisor

Job Status: Full Time
Reports To: Director of Computer and Tech Services
Amount of Travel Required: Some travel required
Positions Supervised:
Student Worker/s
Contract Length: 12 months

PURPOSE: The Senior Network Support Technician would have primary responsibility for installing, configuring, monitoring, managing and supporting the NTCC network infrastructure. Additionally, this position would also provide support for end users primarily related to connection and use of the NTCC network infrastructure.

MAJOR RESPONSIBILITIES:
• Maintains high degree of technical expertise in relevant software, hardware and network systems.
• Provides support and acts as a resource person for faculty, staff and students.
• Provides diagnosis and problem resolution of network issues.
• Participates in (and may lead) the planning, developing, and implementing of network-client software and/or revisions/updates to existing applications.
• Installs, configures, monitors, maintains, and supports network hardware and software.
• Evaluates, tests, and implements network software and hardware.
• Assists supervisor and/or appropriate others to evaluate network hardware/software, prepares/reviews bid specifications and participates in ad hoc projects.
• Responsible for assisting the computer lab specialist in maintaining network security.
• Follows directions of the Director of Computer Services
• Performs other duties as assigned.

Competency Statement(s)
• Achievement of Strategic Initiatives – Ability to link departmental work with the achievement of NTCC’s strategic initiatives
• Communication - Ability to communicate verbally and in writing clearly and concisely.
• Customer Service - Ability to take care of the customers’ needs while following company procedures.
• Ethics – Ability to be guided by NTCC’s accepted principles of ethical conduct.
• Initiative and Resourcefulness – Ability to act and takes steps to solve or settle an issue.
• Interpersonal - Ability to get along well with a variety of personalities and individuals.
• Judgment and Decision Making Ability – Ability to form sound opinions or make decisions by evaluating available information.
• Leadership – Ability to motivate and guide others to perform in accordance with clear expectations and goals.
• Planning and Organization of Work – Ability to plan, organize staff, direct and control work tasks to meet a specific goal.
• Reliability and Responsibility – Ability to be dependable and trustworthy.
• Skills and Technical Competence – Ability to relate to topics that require an understanding or specialized knowledge pertinent to job needs.
• Team Building – Ability to ensure that team members are invested in team activities and decisions, and that the team works together to achieve a goal.
• Work Under Pressure – Ability to maintain composure when exposed to stress in the workplace

QUALIFICATIONS:

Education and Experience: Bachelors degree plus a minimum of five years experience in a network system environment or Associates degree plus eight years of experience in a network system environment.

Skills and Abilities:
• Knowledge of networking hardware and software, specifically Cisco IOS, required. Successful completion of Cisco Networking Academy curriculum and/or CCNA certification preferred.
• Ability to make/test network cabling, terminate/test network patch panels and jacks. Knowledge of phone system wiring and termination preferred. Ability to install, terminate, and test fiber optic cable is preferred.
• Ability to configure and modify Cisco switch and router configurations including VLANs and VPNs.
• Ability to understand, create and maintain network maps and documentation.
• Thorough knowledge of PC hardware and peripherals required. A+ certification and knowledge of Apple Macintosh hardware and peripherals preferred.
• Thorough working knowledge of PC operating systems, e.g., Microsoft Windows XP/Vista/7/8, required. Knowledge of Mac OS X and Linux is preferred.
• Thorough knowledge of server operating systems, Microsoft Windows Server 2008/2012 required.
• Knowledge of videoconferencing equipment, software and techniques preferred.
• Must have the ability to interpret technical information and present it effectively both orally and in writing to a wide variety of external professionals and in-house staff from diverse socio-economic backgrounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

Physical and Mental Requirements

Ability to maintain concentration level while dealing with interruptions. Attention to details, with emphasis on accuracy in data entry. Capable of giving, receiving, and analyzing information, formulating work plans, and articulating goals and action plans. Ability to lift, carry, or move 50 pounds. Walking; good listening skills; frequent stressful conditions; standing; sitting for long periods of time; lack of mental impairment; frequent decision making ability.

This is an inside office position with minimal safety/health hazard potential.
SIGNATURES:

Senior Network Support Technician

Director of Computer and Technical Services

Vice President for Administrative Services

President

Job description developed: 2010
Reviewed: 8/6/2014
Revised: 
Prepared by: Kenny Goodson

Date

Date

Date

Date