**Network Support Technician**

**GENERAL SUMMARY**

Provides maintenance and support of in-house computer systems, desktops, laptops, VoIP phone system and peripherals including but not limited to: copiers, printers, fax machines, receipt printers, cash drawers, label makers, credit card machines and scanners.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

**(To include but not limited to)**

* Troubleshoots, repairs, maintains, updates and installs equipment, which includes computers, monitors, printers, scanners and phones.
* Troubleshoots, repairs, maintains, updates and installs equipment related to network, including firewalls, routers, and switches.
* Troubleshoots, diagnoses, installs, updates and repairs software, which includes Microsoft Office, VPN, Internet Browsers and Anti-virus.
* Provides after hours support for the offices that operate continuously.
* Responsible for keeping all systems updated to the latest version/firmware.
* Coordinates with vendors and departments to install and repair necessary equipment and software; and plans and delegates installation of new hardware and software.
* Performs other related duties of a similar nature and level as assigned by supervisor.
* Employees are required to comply with safety regulations, procedures, protocols, and wear personal protective gear if required.
* Regular attendance and timeliness is required.

**RECOMMENDED QUALIFICATIONS**

**Education and Experience**

15 Hours of college level computer coursework with 1 to 3 years related experience or an Associates in Applied Science in Computer Technology or related field. Combination of education and experience sufficient to successfully perform the essential functions listed above can be substituted.

**KNOWLEDGE, SKILLS, and ABILITIES**

* Basic troubleshooting skills
* Knowledge of Windows Operating Systems
* Knowledge of Windows Server Operating Systems
* Knowledge of VoIP phones
* Knowledge of Computer Networking
* Basic knowledge of Mobile iOS and/or Android
* Strong analytical skills
* Ability to use remote software
* Apply listening and interview skills, work under pressure, address conflict, solve problems, and make sound split-second judgments
* Read, analyze, and interpret standards, policies, procedures, and regulations
* Handle common inquiries or complaints
* Exercise good judgment and focus on detail as required by the job
* Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
* Use (or learn to use) computer software and systems applicable to the position
* Follow oral and written instructions and procedures
* Meet schedules and deadlines of the work unit
* Maintain well-organized materials, files, systems and tools
* Adapt to changes in work situations and priorities
* Reason/analyze; use logic to identify and resolve problems
* Establish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities
* Must have and maintain a current valid driver’s license.
* Must provide own transportation.

**PHYSICAL DEMANDS**

*The physical demands 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.*

This position typically requires fingering, talking, hearing, seeing, grasping, standing, walking, repetitive motions, stooping, kneeling, crouching and reaching, twisting and ability to climb stairs.

**Medium Work:**

Performing the essential functions typically requires exerting up to 50 pounds of force occasionally, up to 25 pounds of force frequently, and/or up to 20 pounds of force constantly. Must have the ability to operate and drive a vehicle to different county locations in all types of weather conditions.

**LIMITATIONS AND DISCLAIMER**

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

**JOB DESCRIPTION**

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities.  Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position.  Employees will be required to follow any other job related instructions and to perform other job-related duties requested by their supervisor in compliance with federal and state laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities.  To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.  Continued employment remains on an “at-will” basis. Bosque County is an equal opportunity employer.

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Employee’s Signature                                                                 Date

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Department Head Signature                                                      Date