State College of Florida, Manatee-Sarasota
Job Description

Job Title: Network Systems Technician

Reports to: Telecommunications Manager
FLSA Status: Non-Exempt
Level: 117
Position Class:

Job Summary:

This is an entry-level position to assist with the support of Voice over IP, wireless and workstation technologies. Task will include, but are not limited to routine VoIP and wireless maintenance, installing, configuring and supporting network switches, wireless client and VPN software, and basic network troubleshooting of hardware and software issues. It will also include workstation support for both remote and on-site clients.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Provides Tier 1 support to end users for network and wireless technologies
2. Provides Tier 1 and Tier 2 support for the Help Desk.
3. Provides backup support to the Network System Administrators.
4. Creates accounts on the Microsoft Active Directory and administers accounts within UNIX Administration.
5. Assembles and configures network components and associated services. Upgrades network hardware and software components as required.
6. Performs network troubleshooting to isolate and diagnose common network problems.
7. Installs, upgrades and configures routers, switches, access points, and VoIP telephones.
8. Provides users with network technical support and responds to the needs and questions of users concerning their access of network resources.

9. Establishes network users, user environments, directories, and security for networks being installed.

10. Installs and tests necessary software and hardware.

11. Performs other duties as assigned.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Associates degree or equivalent from a two-year college or technical school and one to two years related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  None required for this position.

- **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.

- **Computer Skills:**
  Working knowledge of TCP/IP networks, routing and switching technologies, workstation operating systems and applications software, Voice over IP applications and hardware, and 802.11x wireless technologies. Understanding of Microsoft Active Directories and/or UNIX Administration.
• **Certificates and Licenses:**
  CCNA Preferred

**Responsibility for People and Property:**
This position has no responsibility for people and property.

**Responsibility for Communication:**
• **Internal Contacts:**
  This position has routine contact with all levels of College faculty and staff.

• **External Contacts:**
  This position has frequent contact with technical support providers and vendors.

**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 moderate.

**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.

While performing the duties of this job, the employee is regularly required to sit, use manual dexterity, reach with hands and arms, and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color and ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Customer Service:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.
3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<tr>
<th>Title</th>
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