

Position Title: **Network Technician, Grade 7/8**

Supervisor: Information Technology Manager

Hours of Work: The Network Technician will work a 40-hour week from 7:30 a.m. to 4:30 p.m. weekdays with a one-hour unpaid lunch period. Overtime may be assigned by the supervisor, as needed.

Place of Work: The Network Technician is based at the Township Municipal Building, 230 S. Sporting Hill Road, but will frequent remote sites, such as the Public Works Facilities, Armitage Golf Club, Recreation Building, etc.

General Description: The Network Technician's role is to support the stable operation of the Township's computer network. This includes installing, configuring, maintaining, and optimizing all network hardware, software, and communication links while ensuring minimal network downtime (including the Township's websites). The person will also diagnose, resolve, and document hardware and software network problems in a timely and accurate fashion, and provide end user training and support when required.

Essential Functions:

Help prepare and ensure accuracy of documentation, network diagrams, procedure manuals, and installation instructions for network installations, including data, voice, and video systems.

Maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars and in-house training sessions.

Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, software, networked peripheral devices, cabling, and networking hardware and software products.

Perform network asset management, including maintenance of network component inventory.

Receive and expeditiously respond to incoming calls/e-mails regarding network connectivity problems.

Prepare, maintain, and adhere to procedures for logging, reporting, and monitoring network data.

Perform on-site analysis, diagnosis, and resolution of complex problems for a variety of end users, and recommend and implement corrective hardware and software solutions, including off-site repair

Monitor and test network performance and provide network performance statistics and reports.

Assist in development of business continuity and disaster recovery plans, and maintain current knowledge of plan executables. Respond to emergency network outages in accordance with business continuity and disaster recovery plans.

Assists in the training of Township staff on hardware and software usage.

Assist with evaluating and recommending for purchase networking hardware and software products.

Assist with implementation of networking projects and new technology installations.

Assist with maintaining servers, including e-mail, virtualization, and backup servers and their associated operating systems and software.

Assist with maintenance on all network hardware and equipment, including routers, switches, and UPSs.

Assist with maintenance of security solutions, including firewall, anti-virus, and anti-spam systems.

Assist with performing system backups and recovery and monitor daily backup activity.

Assist with network improvements, upgrades, and repairs.

Assist in the maintenance and updating of all Township controlled websites

Performs additional duties and assignments as requested

Qualifications:

Minimum of an Associate Degree in Computer Science (or related field). Hands-on experience may be substituted for formal education.

Extensive application support experience with Windows 7/10, Office Suite (2010/2016).

Working technical knowledge of network and PC operating systems, including Windows 7/10, Windows Server 2008/2012, Active Directory, SQL Server.

Hands-on hardware troubleshooting experience.

Working technical knowledge of current network hardware, protocols, and standards, including VPN Routers, Switches, Network Routers, DNS Servers, DHCP.

Knowledge of applicable data privacy practices and laws including HIPAA and PCI-DSS.

Strong written and oral communication skills.

Ability to conduct research into networking issues and products as required.

Ability to present ideas in user-friendly language.

Self motivated and directed.

Current Pennsylvania Driver's License.

The statements contained herein reflect general details as necessary to describe the essential functions of this position, the level of knowledge and skills typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief to equalize peak work periods or otherwise to balance the workload.

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