



Concordia University Job Description

Network Support Technician

University Mission: Concordia University is a Christian university preparing leaders for the transformation of society.

Unit / Department: Information Technology Services / Infrastructure

Department Mission: The mission for the ITS Department is to plan, develop, resource and deliver information and technology resources and services in direct support of the university's mission.

Position title: Network Support Technician

Mission of the position (overall goal): Provide quality service and support in a professional and cordial manner to the constituents of technology resources at Concordia University.

Summary of the position (how the overall goal is reached): This position is a tier 2 support staff member for technology resources on campus. This diverse role provides direct support to students, faculty and staff for hardware and software issues related to university computing resources. This position works directly with all ITS staff to provide support and training resources where appropriate and to provide a communications channel to management for technology needs.

Staff relationships:

Reports to: Director, ITS – Infrastructure

Supervises: None

Hired/appointed by: Director, ITS – Infrastructure

Exempt/non-exempt? Exempt

Salary Level (1, 2, 3, 4, or program director): Level 3

ESSENTIAL RESPONSIBILITIES:

- Provide desktop and telephone technical support to users.
- Deploy and maintain network systems (computers, printers, switches, cabling, peripherals, etc).
- Provide advanced troubleshooting and issue resolution for network systems.
- Research software and hardware purchasing options and vendor relations.
- Maintain parts of the infrastructure inventory.
- Other duties as assigned.

MINIMUM REQUIREMENTS/QUALIFICATIONS:

- Bachelor's degree in Computer Science, Business, or related field.
- Highly self motivated with a desire to be challenged professionally

- Experience with PC's and related hardware, including multimedia components
- Experience with software, primarily Microsoft Office (Word and Excel), databases, Internet and remote access applications and major desktop utilities
- Experience deploying Windows OS software, especially Windows XP Professional
- Experience working in a Windows Server/Cisco network environment preferred
- Experience with Remote Access users.
- Valid Driver's license or Equivalent
- Ability and commitment to work as an integral part of the Information and Technology Services Unit

Critical skills for this position:

MS Office Applications
 Windows XP Experience (Vista/Mac experience a plus)
 IP Networking
 Network & Telco Cabling Experience (Cat5/6)
 Logical Thinking/Problem Solving
 Work efficiently without supervision
 Communicate effectively with clients and IT Team

Physical demands of the position:

Repetitive motions sitting at keyboard
 Rising and sitting repeatedly
 Climbing stairs
 Walking indoors or outdoors
 Operating in confined spaces (attics, crawl spaces, equipment closets)
 Ability to lift 50 pounds
 Ability to lift, pull, grasp, stoop and reach
 Ability to sit for extended periods of time
 Ability to speak and hear

Assessment schedule: Position assessed after the initial 90 days, and then annually

Attitude and demeanor of all Concordia University employees:

As part of a work environment that highly values Christian education, educational excellence and service to students, all members of the community will:

1. Publicly support the mission of Concordia University
2. Communicate effectively with warmth, sensitivity, and understanding as s/he deals with administrative colleagues, teachers, students, parents, faculty, college personnel and program associates
3. Work as a member of a motivated team striving for excellence in a professional environment
4. Possess a "service attitude" (willingness to be flexible to meet the needs of the department)
5. Have a professional physical appearance (appropriate clothing, personal hygiene, etc.)

**Job description last updated by
 Brad Metzler on 20 March 2011**