

**HEART TECHNOLOGIES, INC.  
POSITION DESCRIPTIONS**

<b>Job Title:</b>	Network Technician Level 1 to Level 3		
<b>Department:</b>	IT Networking	<b>Prepared Date:</b>	3/30/19
<b>Reports To:</b>	Department Manager	<b>Approved By:</b>	

**SUMMARY**

The Network Technician troubleshoots, identifies, and resolves various problems encountered by our customers.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Troubleshoot computer software and hardware issues and make repairs and perform scheduled updates.
- Provide technical support to clients through various channels of communication
- Partner with the IT team to ensure that security software is properly installed on employee computers
- Inspect cable lines to ensure that they are intact and working optimally Train end users on the use and features of various operating systems and applications on various platforms.
- Perform network system administration on Microsoft servers.
- Deploy new servers and upgrades to existing hardware.
- Installs, certifies and troubleshoots campus and remote-campus network infrastructure, including a wide variety of local area network equipment and software.
- Installs Microsoft products including servers, client workstations, and applications.
- Uses established tracking system to log requests; monitors progress, tracks problem resolution, identifies patterns of failure, issue mitigation; documentation; communicates with manager regarding unresolved problems.
- Works with vendors to resolve IT equipment issues; researches and tests possible solutions and implements solutions.
- Document new solutions as well as existing infrastructure and setups.
- Hyper-V and VMware knowledge for Virtualization setup and support.
- Works with end-users on project based work and recurring support.
- Antivirus software management and virus/malware mitigation.
- Work schedule flexibility is highly valued
- Other duties as assigned

**Qualifications**

- Must possess a basic understanding of computer network cabling
- Strong background in server management and software installations and upgrades
- Understanding of the capabilities and limitations of various computer systems, including local area networks and wide area networks.
- In depth knowledge of WAN, LAN, TCP/IP, Firewalls, Routers, Switches is a plus.
- Excellent communication skills written and verbal
- Exceptional Customer Service Skills required
- Analytical thinker and problem solver
- Detail oriented
- Experience with Connectwise Software a plus, but not required.
- Associates Degree in Computer Science; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Certifications**

- MCSE, MCSA, CCNA, CCDA, HP or other vendor certifications are a plus (not required)



### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to talk and/or hear. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. Must be able to regularly lift up to 40 pounds.