



SEBASTIAN

Putting people first.

Job Title: Network Support Technician
Exempt

FLSA Status: Hourly Non-

Department: Commercial IT

Location: Fresno

Reports To: Technology Director

Our core purpose to provide people with a great place to work and the opportunity to prosper, improving their lives, their communities and their company.

Core Ideology:

These are the essential and enduring principles of our company. Our core values are:

Opportunity to prosper

Responsibility to get things done

Service that exceeds expectations

Respect for customers, colleagues and community

Loyalty without entitlement

Job Description:

The Network Support Technician is responsible for providing front-line user and network support to internal and external IT customers. The Network Support Technician works with the end user to troubleshoot computer problems and network issues, in addition to performing basic systems & network administration tasks under the supervision of the Systems Administrator. Has knowledge of commonly-used concepts, practices, and procedures in Information Systems. Relies on instructions and pre-established guidelines to perform the functions of the job. Reports to the Technology Director.

Essential Duties and Responsibilities:

- Review, assign, and track incoming helpdesk requests from internal & external customers to ensure service levels are met
- Install, maintain, and upgrade user software and hardware
- Troubleshoot and diagnose hardware, software and network problems
- Install, maintain, and upgrade network printers and copiers
- Prepare new systems for deployment
- Perform user account setup and maintenance
- Maintain & monitor anti-virus software
- Proactively monitor system health, identify & resolve potential issues
- Respond to any other user inquiries in a timely manner
- Ensure compliance with software licensing
- Assist Systems Administrator with other network support as required

Job Requirements:

- A+ Certified or equivalent experience

- Excellent troubleshooting skills & ability to quickly diagnose and fix hardware/software/network issue
- Excellent knowledge of Windows operating systems, applications such as Microsoft Office, and peripherals such as networked printers
- Solid knowledge of TCP/IP and Ethernet networks
- Knowledge of basic administrative tasks in a Windows server environment (Active Directory, Group Policy configuration, etc.)
- Understanding of monitoring and automation tools (e.g. nAble) preferred
- Proficient in using a variety of resources (Internet, vendor support, etc.) to research issues
- Must have a valid California driver license and favorable DMV record
- Proficient in Microsoft Office and data entry
- Ability to perform mathematical computations such as percentages, fractions, addition, subtraction, multiplication, and division quickly and accurately
- Must be able to type 45 WPM and use a ten key calculator by touch
- Effective oral and written communication skills
- High degree of accuracy, attention to detail, and confidentiality
- Ability to work well independently and with others
- Industry-specific experience preferred
- Must comply with all company policies and safety procedures
- Must have good time management and the ability to meet deadlines
- Adherence to company CPNI policy
- Must actively participate in a team environment and practice “Corporate and Spirit of 46 values”

Physical Requirements:

- Must be able to sit for long periods of time
- Must have minimal ability to stand, sit, squat, bend, kneel, twist, crawl, reach, push, and pull as required for light duties of standard office clerical positions
- Occasional lifting and/or carrying of objects weighing up to 10 lbs.
- Exposure to air-conditioned/heated office environment
- Hearing is required to perceive information at normal spoken word level
- Visual acuity is required for preparing and analyzing data, operation of office equipment, and determining the accuracy and thoroughness of work