Job Description

Title: Network/Telephone Engineer
CBA Position: KCSS
Department: IT
Reporting Manager: Coord. ESS
Direct Reports: None
FLSA: Non-Exempt
Expected Hours of Work: 40

Salary Band: C42
Band Range: $48,370-$72,557
FY14 Budget:
Account Number:
ICCB Class:
KC Status (Class): Support Staff
POSD:

Job Summary:
Provide support in installation, maintenance and repair of network and telephone equipment; add, modify and remove network user accounts, as well as maintain the physical information network, data storage, backups, and related equipment.

Supervisorial Responsibilities: None

Minimum Qualifications/Basic Job Requirements:
> Associate's degree in information technology or related field
> 3-5 years network installation and maintenance experience

Illustrative Examples of Essential Functions:
> Manage and administer the addition, modification, or removal of user accounts, set up new users with printer assignments for networked printers, back up data as necessary.
> Research and resolve system problems; create scripts to automate tasks.
> Assist staff and students on troubleshooting and resolving network and phone related issues.
> Manage network administration; monitor, repair, configure and install equipment including network switches, wireless access points, networked printers and connection workstations.

Provide strong and clear communication, customer service, and inter-personal skills
Ability to work independently
Able to cooperatively work with diverse groups of students and staff
Understanding of basic administrative processes and procedures
Advanced understanding of Microsoft Office Productivity Suite
Understanding of advanced computer operations and office equipment
Demonstrates efficient keyboard and data entry accuracy and speed

Workload Summary: