

The Southern Baptist Theological Seminary

Position Description

Position Title: Network Services Technician

Department: Network Services

Position Code: J0308

Date Prepared: 11/23/10

FLSA Status: Exempt Non-Exempt

Full Time: Yes No

JOB SUMMARY:

The Network Services Technician is responsible for the installation and maintenance of workstation computers within the Seminary community along with assisting the Desktop & Network Support Analyst with network support.

ESSENTIAL JOB FUNCTIONS:

The employee in this position will have the following essential job functions:

- Provide workstation hardware/software installation, maintenance, and end user support
- Provide peripheral hardware installation, maintenance, and end user support
- Provide workstation hardware/software troubleshooting and repair
- Network cable tracing and termination
- Maintain technical expertise through education

Performs other duties as may be assigned by supervisor.

EDUCATION:

A+, Network+ certification is preferred.

EXPERIENCE:

The person in this position should have 2+ years experience with Microsoft Windows operating systems; Mac OS experience is a plus. Should also have experience installing software, fixing printers, troubleshooting hardware, workstation replacement, and basic network troubleshooting.

SUPERVISION:

The person in this position will supervise no one.

The person in this position will report to the Desktop & Network Support Analyst.

WORK ENVIRONMENT:

The person in this position will work in a typical office environment which may involve intermittently sitting, standing, or stooping, and lifting light objects (less than 25 pounds).

EQUIPMENT:

The person in this position will use the following equipment: desktop and laptop computers, printers, scanners, and various other computer and networking equipment.