

JOB DESCRIPTION

Title: PC & NETWORK TECHNICIAN
Department: President & CEO's Office
Location: Anchorage, Alaska
Reports To: Information Technology System Administrator

OBJECTIVES

1. To provide support to Information Systems Administrator with maintaining and monitoring servers, networks, VoIP phone system and AS/400.
2. To provide user technical support and general assistance to system users.

SPECIFICATIONS

Knowledge & Experience

- Two years of personal computer hardware, software, and Local Area Network (LAN) experience; or an Associate Degree in computer-related field and one year of personal computer, hardware, software, and LAN experience.
- Working knowledge of Windows (Server and Workstation) operating systems.
- Considerable knowledge of the operations, capabilities and requirements of computer systems and peripheral equipment.
- Ability to establish and maintain effective working relationships with others.
- Skill in communication, interpersonal skill as applied to interaction with co-workers, supervisor, general public, etc. sufficient to exchange or convey information and to provide and/or receive work direction.
- Some knowledge or familiarity of routers, Network Switches, TCP/IP, SNA, routing protocols and strong understanding of networking.
- Working knowledge of Microsoft Office 2003 Suite.

PHYSICAL DEMANDS OF THE JOB

This position specifically requires:

- Stooping, bending, kneeling, crouching, and pulling.
- Lifting occasionally a weight of up to 40 pounds.
- Lifting frequently a weight of up to 20 pounds.
- Climbing ladders.
- Typing (repetitive motions).

FUNCTIONS & DUTIES

This is a part-time position with the following duties:

- Administers network servers as assigned.
- Installs and supports AS/400 client access and network clients.
- Prepares network diagrams and other related information or documentation.
- Monitors local area and wide area network traffic as assigned.
- Provides user technical support and general network assistance.
- Installs, upgrades and configures network computers.
- Installs, upgrades and configures network printers.
- Installs and upgrades network servers and all peripheral network equipment.
- Installs new software and performs software upgrades or testing on the LAN.
- Maintains property, procedures, and licensing documentation.
- Monitors security logs as assigned.
- Provides remote users with technical support.
- Monitors and assists in the administration of VoIP phone systems.
- Administers content filtering and anti-virus software.
- Monitors and assists in the administration of wireless technology.
- Troubleshoots local area network problems.
- Performs network product research when assigned.

SALARY RANGE: 3

Date Revised: August 1, 2005

Date Revised: December 21, 2005

APPROVED BY:

President and Chief Executive Officer