

# E911 Network Technician Job Description

## JOB SUMMARY:

As a key member of E911, this position is responsible for all aspects of network administration including servers, desktop systems, communications hardware/software and office systems. This is a full-time, permanent position. The immediate supervisor for this position is the E911 Director. This position works regular hours, year-round, and occasionally works overtime and occasionally at night. The person in this position never works shift work, and is always on call.

There is no exposure to chemicals and/or hazardous materials. The person in this position should have at least 2 years' experience and preferably possess an Associate's Degree in a computer related field. The stress level associated with this position is very high. Physical work required for this position includes the lifting and carrying of heavy computer equipment.

## ROLES & RESPONSIBILITIES:

- General office and filing practices and procedures
- Proper grammar and proper use of English in speaking and writing
- OASH standards and regulations concerning employee safety
- Network administration (including backup, security management, user account management, e-mail systems including e-mail web server, internet access, office systems and applications support).
- Supports server, network and desktop hardware, software, and applications.
- Performs technology needs analysis.
- Rolls out hardware and software to ensure optimal deployment of resources.
- Plans, implements, and supports the network and computing infrastructure plan.
- Manages small to medium sized projects according to agreed upon budgets and schedules.
- Assists with technology planning through ongoing research

## QUALIFICATIONS & REQUIREMENTS:

### Skills and Abilities:

- Prioritize daily work flow
- Meet specified or required deadlines
- Make decisions within specific time restraints.
- Demonstrated knowledge of Windows servers and desktop products.
- Demonstrated knowledge of setting up remote access for users.
- Demonstrated ability to administer a 250+ node network including firewalls.
- Demonstrated working knowledge of current communications devices and protocols, server and desktop technologies.
- Orientation and training of new staff.
- Ability to negotiate hardware/software service and technical support contracts with vendors. (**Note:** VM Ware, Dell Sonicwall, and AS400)
- Ability to manage multiple projects, activities and tasks simultaneously.
- Supervising, coaching, and mentoring of network services assistant position.
- Facilitation and change management skills.