

Computer Network Support Technician Job Description

Duties and Responsibilities:

- Provide support to company staff and customers (end-users) remotely or at their locations concerning the installation of company's remote services
- Apply discretion and independent judgment in resolving problems of customers/company
- Ensure that hardware nodes used for machine communications to the cloud are correctly configured; also provide hardware and software support
- Carry out review and evaluation of problems between machines and host network at customer locations and resolve them effectively
- Perform revision, evaluation, and documentation of problems encountered by end-users with remote services application
- Perform revision and evaluation of newly created software, as well as test it for bugs following the direction of the manager
- Carry out evaluation and diagnosis of customers' issues applying independent judgment and discretion, and provide the necessary responses and solutions as quickly as possible. Involve other teams to resolve customers' problems when necessary
- Provide relevant training to company staff and customers on basic networking practices through formal classroom setting or at customers' locations
- Ensure call logs and resolutions are maintained in power help software
- Apply various advanced tools in providing effective support for remote services product.

Computer Network Support Technician Requirements – Skills, Knowledge, and Abilities

- Possess Associate's degree in Computer Science or its equivalent qualification
- Possess three years or more experience working in information technology environment
- Possess Network + Certification or equivalent knowledge/experience
- Strong ability to work without direct supervision, applying independent judgment in analyzing and resolving customers' problems
- Proven ability to be effective working in a team
- Strong knowledge and understanding of basic networking concepts, including IP Addressing/subnetting/protocols, and the ability to training company staff and customers on how to use such techniques effectively
- Strong knowledge of troubleshooting techniques and windows networking, including TCP/UDP, DNS, DHCP, FTP, SSL, IP, HTTP, MQTT, SSH
- Profound Windows operating systems knowledge
- Strong ability to prioritize tasks in line with production and departmental objectives
- Exceptional ability to diagnose and resolve various problems independently and perform modification when necessary
- Strong communication skills to effectively pass strategies, ideas, problems, and solutions to customers and co-workers in writing and verbal
- Ability to organize and write service reports, as well as other relevant supportive documentation
- Willingness and ability to travel to various customer sites when necessary to fix their issues
- Strong ability to generate effective strategies and solutions to fixing customers' problems.