

Computer Network Technician Job Description

Duties and Responsibilities:

- Provide assistance on maintenance of equipment and systems
- Perform repairs on a variety of hardware components on network systems, including PCs, PC peripheral devices, PC printers, terminals, remote printers, terminal printers, associated software, communications equipment, modems, and cables
- Perform installation, configuration, documentation, and distribution of equipment and software to users as required
- Ensure records are properly maintained, including performing current and total inventory of all computer analysis carried out on software
- Provide support to network administrator in maintaining City's network systems
- Provide quality training to users on software and equipment
- Provide support in maintaining an inventory of software and hardware
- Apply tools like SQL, Query, ODBC, and MS Access in developing advanced data-access applications
- Perform any other duties that may be assigned.

Computer Network Technician Requirements – Skills, Knowledge, and Abilities

- Solid intermediate knowledge of operations of personal computers, network testing/diagnostic techniques, terminals, modems, and printers
- Strong ability to write report and perform system documentation
- Strong customer skills
- Strong ability to effectively interact with employees and the public
- Strong ability to effectively troubleshoot and configure peripheral equipment and PCs
- Strong ability to optimize and install personal computer software
- Ability to produce concise and comprehensive reports

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- Strong ability to quickly analyze user problems and systems, find alternative best solutions and resolve whatever issues
- Ability to guide non-technical users on the proper practices and procedures to maintain
- Strong physical ability to move or lift computers and other equipment weighing more than 50 pounds.