

Network Support Technician Job Description

Duties and Responsibilities:

- Perform regular network assessment to avoid interruption in workflow
- Utilize various channels of communication to provide technical support to clients
- Ensure that security software is properly installed on employees' computers and partner with the IT team to achieve this
- Manage network hardware including switches, Routers, Fiber Optics, and Wireless Networks
- Troubleshoot system failures to identify the bottlenecks: Network Usage and Load, Network Range, and Wireless Network Interference that could slow down the network
- Troubleshoot hardware failures and server software issues to identify the root cause of the problem and make repairs; and perform scheduled updates to increase productivity
- Oversee all identified systems and services using approved tools
- Administer, issue, and maintain user accounts, distribution/security groups, and passwords; and also provides mobile support such as: password reset, activation, and troubleshooting, etc.
- Provide installation maintenance, queue management, and configuration support of direct connect and network based single purpose and multifunction peripherals
- Conduct fault isolation and resolution of network problems, including cable, workstation, peripherals, and other hardware
- Perform basic maintenance and minor repairs on hardware and peripherals
- Follow prescribed policy and procedures in providing data transfers between classified and unclassified networks
- Track, maintain, and distribute a stock of consumables and equipment cleaning supplies such as toners, ink, CD-Rs, DVDs, etc. for IT equipment as identified by On-Site or Lead Manager

- Guarantee technical safeguards are maintained to deliver controlled user access, integrity of electronic mail, applications, and user data
- Document processes and procedures applied in the research, assessment, troubleshooting, testing, and resolving support incidents
- Perform maintenance on servers and network services
- Support project/task execution by assisting and coordinating with all support tiers as necessary or with any escalated user requests or incidents.

Network Support Technician Requirements – Skills, Knowledge, and Abilities

- Education: A minimum of Associate Degree in Information Technology, Computer Science, or equivalent degree
- Certifications: Network support technicians may be required to have one or more of the following certifications: Cisco Certified Network Associate (CCNA); Juniper Networks Certified Internetwork Associate (JNCIA); CompTIA A+ Technician; CompTIA Network+ may be required; Microsoft Certified Systems Engineer (MCSE) may be required; Antivirus/Anti Malware (WebRoot) Certifications a plus; CompTia Security+ CE, CCNA-Security, or GSEC in good standing (IAT-II or higher); and Current computing environment certification; and Ex. Microsoft MCSA/MCSE
- Computer knowledge: Network support technicians must possess knowledge of different computer software and hardware functions and have extensive familiarity with PCs; they must be abreast with the latest trends and advances in computer technology. They must also possess a basic understanding of computer network cabling and a solid background in server management, software installation, and upgrades
- Knowledge of Microsoft Windows 7 and newer versions, Microsoft Office 2010 and newer, Active Directory, Hosted Exchange 2010/2016, Office 365, G-Suite y band, and other email platforms
- Knowledge of Firewalls/Routers; LANs, WANs, and VPNs may be required
- Analytical thinking: This skill is basic for a network support technician; they utilize a diagnostic and analytic approach in identifying the root

cause of system errors and issues that may not be immediately obvious at a surface glance

- Problem-solving skills: Strong problem-solving and troubleshooting abilities are important to the network support technician as they are responsible for identifying and devising solutions to various computer related problems and network issues to increase productivity and reduce downtime
- Effective communication skills: They require communication skills to be able to appropriately communicate complex technological information and solutions in a simple and understandable manner to laypeople
- Writing skills: They require good writing skills to perform an aspect of their job that requires them to write technical guidelines and compose email responses to queries
- Customer service skills: They must possess a service orientation and excellent customer service skills to provide technical support and customer support functions.