

JOB TITLE – Network Technician

HOURS M-F: 8:00 AM - 5:00 PM

SUPERVISOR: Director of Information Technology

SALARY Commensurate with Experience

FULL TIME POSITION

**POSITION DUTIES/RESPONSIBILITIES:** Troubleshoot and resolve computer, A/V, and network problems at all WFM sites. Wired infrastructure (Category 5/6 ethernet, coaxial, and fiber) implementation, maintenance, and upgrade as directed by Network Administrator or Director of IT. Primary liaison between facilities and IT departments for initial project planning and scope determination as it relates to network and A/V infrastructure. primary technical support contact for operational and facilities staff. Assist Network Administrator in implementing, maintaining, and troubleshooting WFM network devices, access points, and endpoints. Record events and problems and their resolution in logs via ticket system. Respond daily to relevant workorders and emails. Must be available daily between 12 and 1pm to assist with audiovisual needs at WFM. Provide intermediate support between IT technicians and Network Administrator. Provide backup support for Network Administrator or IT Technicians in their absence.

**REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT:** Associate Degree in Computer Networking or related field preferred, relevant certifications are a plus.

**REQUIRED EXPERIENCE OR SKILLS:** Customer-service oriented, strong understanding of operating and troubleshooting computers and basic enterprise networking, working knowledge of ANSI/TIA-568 standards, working knowledge of setting up and maintaining AV equipment.

**TO APPLY:** Please visit our website at [www.wacofamilymedicine.org](http://www.wacofamilymedicine.org) and fill out an online application located under Careers.