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**Job Description**

**IT Network Technician**

**REPORTS TO:** IT Technical Support Manager

**EDUCATION & EXPERIENCE:** 1-3 years’ experience in IT network support OR an Associate’s in related field required. Relevant industry certifications preferred.

**SKILLS:**  Self-motivated and confident, well-developed understanding of PC hardware and software and related troubleshooting practices, working knowledge of the OSI Model, demonstrated understanding of ANSI/TIA-568 standards and related building codes and best practices, working knowledge of implementing and maintaining AV equipment, high emotional intelligence, excellent oral and written communication.

**PRIMARY DUTIES:**

* troubleshoot and resolve computer, networking, and A/V problems at WFM sites.
* wired infrastructure (ethernet, coaxial, and fiber) implementation, maintenance, and upgrade as directed by IT Technical Support Manager according to Network Administrator recommendation.
* serve as primary liaison between Facilities and IT departments.
* provide network and A/V implementation guidance for new and renovated office space.
* assist Network Administrator in implementing, maintaining, and troubleshooting WFM network devices.
* respond daily to break-fix workorders.
* record events and technical issues and their resolution in logs via ticket system.
* provide intermediate support between IT Support and Infrastructure & Datacenter teams.
* use of project management software

**OTHER DUTIES:**

* assist IT Field Technicians with on-site end-user support as needed.
* other duties as assigned by supervisor.

**PHYSICAL AND MENTAL REQUIREMENTS:**

1. visual and auditory accuracy
2. shift length – 8 hours.
3. must be available daily between 12 and 1pm to assist with A/V needs.
4. frequent use of computer
5. long periods of standing, sitting
6. frequent use of telephone/cell phone
7. continuous repetitive grasping and manipulation of both hands
8. continuous conversational communication
9. frequent walking bending, reaching, twisting, kneeling, squatting, climbing.
10. occasional after-hours support and implementation
11. occasional exposure to mechanical and electrical conditions
12. occasional carrying, lifting of up to 50 lbs.
13. occasional pushing and pulling of up to 150 lbs.
14. occasionally working in noisy, hot, cold, or confined areas (or some combination of these)
15. occasional exposure to heights over 30 feet (roof access)
16. frequent use of personal transportation with US Standard gas reimbursement provided.
17. read and interpret detailed specifications.

**REVIEWED WITH EMPLOYEE:**

Employee Supervisor

Date

2/27/2023