



## Network Specialist (Level 2 Helpdesk Tech /Field Tech) Job Description

**Employee Name:**

**Employee Signature:**

**Date:**

<b>Job Title:</b>	Network Specialist (Level 2 Helpdesk Tech /Field Tech)
<b>FLSA Status:</b>	Full-Time/Exempt/Salaried
<b>Reports To:</b>	Service Manager
<b>Salary Range:</b>	*The salary will be commensurate to the skill sets, experience, education, and certifications*

**Job Description:** The primary function of the Network Specialist (Level 2 Helpdesk Tech /Field Tech) position is to administer a variety of technical projects and support related to the setup, maintenance, and support for NextStep Networking clients.

This position will serve as a general technical support specialist during high call volume periods by taking incoming requests from various clients as well as providing support in the field (onsite client locations) and in the NextStep office, with occasional planned travel in support of company business. This position will have a shared responsibility of after-hours support which will include "on call" evening and weekend shifts.

### **Essential Functions & Responsibilities:**

- Provide technical support to end-users on helpdesk and in the field (on-site client locations).
- Performs general problem solving and assistance on diverse software applications and hardware systems.
- Performs varied technical assistance and maintenance duties; maintains and updates record keeping system; documents projects; writes and maintains user instructions.
- Coordinates, maintains, and inputs applicable records such as, but not limited to, network users, security, and tracking inventory levels of equipment and materials.
- Performs moderately advanced technological systems support, maintenance, and testing for proper upkeep of systems; may troubleshoot and resolve moderately complex system hardware, software, and network failures and conflicts.
- Participates in the review, evaluation and recommendation of solutions relating to hardware and software acquisitions, automation, and/or network updates.
- Participates in research and development initiatives and provides assistance in the implementation of new technologies.
- Serves as technical project owner ; may provide guidance and integration of other staff work.
- Performs the installation, configuration and maintenance of IT infrastructure including, workstations, servers, network devices, and other related equipment..
- Maintains currency of knowledge with respect to technology, equipment, applicable laws, regulations, standards and/or systems.
- Performs miscellaneous job-related duties as assigned.
- Performs website maintenance by managing content, maintaining web design and answering consultation questions.
- Assessment of current process, documentation, and configuration with ability to recommend improvement to leadership team.



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### **Minimum Requirements & Qualifications:**

- High school diploma or GED
- Ability to provide the Essential Functions described above
- Effective time management
- At least 2 years of experience directly related to the duties and responsibilities specified.
- Higher education and/or experience that is directly related to the duties and responsibilities specified may be interchangeable on a year for year basis.
- Driver's license with a good driving record and dependable transportationAbility to multitask and adapt to changes quickly.
- Positive attitude and a strong willingness to continually learn.

### **Knowledge, Skills, and Abilities Required:**

- Knowledge of a wide range of computer systems software, applications, hardware, networking, and communications.
- Ability to perform preventive maintenance on systems software, applications, hardware, networking, and communications.
- Knowledge of current technological developments/trends in the area of expertise.
- Record maintenance skills.
- Ability to provide functional direction to other technical support.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to determine computer problems and to coordinate hardware, software, and/or network solutions.
- Ability to analyze and resolve computer problems.
- Ability to communicate technical guidance and instruction to users on the use of PC and/or mainframe applications and systems.
- Ability to self-manage and demonstrate initiative.

### **Language and Communication Skills:**

- Ability to compose, read, interpret and edit complex documents and correspondence and relate information to stakeholders.
- Communicate positively, professionally, and effectively to all stakeholders verbally in person and over the phone, and in writing electronic communication, adding ticket notes, and preparing documentation for both internal and customer use.
- Follow detailed written and verbal instructions.
- Accurately proofread numerical and text data.



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### **Reasoning Abilities:**

- Ability to apply common sense understanding to execute instructions furnished in written, oral, or diagram form.
- Ability to problem-solve using tools provided as well as online resources
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.
- Ability to analyze and interpret data.

### **Physical Demands:**

While performing the duties of the Network Specialist (Level 2 Helpdesk Tech /Field Tech), the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. This position requires the ability to occasionally lift up to 50 pounds. The employee is occasionally required to climb or balance; and stoop, kneel, crouch or crawl. The employee must be able to sit or stand at a designated workstation throughout working hours.

### **Work Environment:**

This job operates in a professional office environment and may include remote/telework. This role routinely uses standard office equipment such as computers, phones, printers, etc. The noise level in the work environment is moderate. The work environment is primarily indoors but may require travel.

### **Travel:**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected. The ability to travel to client locations is essential to performing this job.

### **Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.