

**WCCO BELTING, INC.
JOB DESCRIPTION**

Network Support Technician
Title of Position

Technology Administrator
Title of Supervisor

Information Technology
Department

PRIMARY OBJECTIVE OF POSITION:

The Network Support Technician analyzes computer and network related problems reported by end users, comes up with the most effective method to resolve the problem and implements the solution. Installs, maintains and troubleshoots the Local Area Network (wired and wireless), Wide Area Network, telecommunications network, desktop and laptop computers, and all peripheral equipment.

MAJOR AREAS OF ACCOUNTABILITY:

1. Identify, troubleshoot, and resolve hardware, software, and network related problems encountered by end users.
2. Configures and installs Windows workstations and laptops and trains end users on use and features of the operating system and related software platforms.
3. Installs, certifies, and troubleshoots network cabling infrastructure, LAN equipment, and wireless infrastructure and telecommunications infrastructure.
4. Responsible for setting up and loading of all software on PC's and assuring connection to all network resources.
5. Responds to the needs and questions of users concerning their access of resources on the network.
6. Establishes user environments and infrastructure for networks being installed.
7. Keeps supervisor informed of job-related problems and other information related to work activity.
8. Identifies and recommends methods for improving job functions.
9. Complies with company, department and section policies and procedures as applicable.
10. Performs related work as apparent or assigned.

Network Support Technician

QUALIFICATIONS FOR ENTRY:

- High school graduate or equivalent, plus 2 years of vocational/college training in computer networking or related area.
- Complete knowledge of Microsoft Systems
- Thorough knowledge of wireless and hard wired network infrastructures, protocols, and topologies
- Ability to read, analyze, and interpret technical procedures.
- Ability to effectively respond to questions from groups of managers, supervisors and staff associates.
- Ability to troubleshoot, solve practical problems and deal with a variety of moving variables in specific situations.
- Good verbal and written communication skills.

REQUIREMENTS FOR EFFECTIVE PERFORMANCE:

- Thorough knowledge of computer system and equipment.
- Knowledge of company policies and procedures as they relate to computer support.
- Ability to communicate effectively, both verbally and in writing.
- Ability to work with all departments regarding technology issues.
- Ability to stand; reach with hands and arms; frequently sit and walk; work with hands above head and in high places.
- Frequently lift and/or move up to 50 pounds.
- Ability to work independently
- Ability to think analytically and be a problem solver

SUPERVISION OF OTHERS:

No supervision.