Position Title: Network Technician
FLSA: Non-Exempt
Reports to: Network Supervisor
Direct Reports: No

General Summary:

Designs, codes, tests, and maintains NCC's applications software and programs. Prepare program documentation and materials for users. Works with users to ensure programs perform to specifications. Assists in setting up and monitoring computer operations. Works closely with software and technology vendors.

Essential Job Functions:

- Designs, codes, tests, and maintains various software applications and programs utilizing Python and or other programming languages. Acts as liaison to outside contractors to oversee software development process.
- Works with end users to determine program specifications. Develops control procedures to operate software programs.
- Provides general support to Information Systems department by assisting with computer system set-ups and monitoring of computer system operations. Maintains system firewalls in order to protect company systems and information.
- May prepare program documentation and materials for end users as appropriate.
- Maintains current industry knowledge and evaluates new software applications and products for purchase.
- Installation, testing, programming and maintenance of all Ethernet transport equipment.
- Installation, testing, programming and maintenance of all routers, switches and servers.
- Performs all other related duties as assigned by management.*

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 10% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

- Knowledge of computer operating systems, hardware and peripheral equipment.
- Knowledge of layer 2 switching and layer 3 routing infrastructure platforms including platforms including BGP, MPLS, ISIS, OSPF and other routing protocols.
- Familiarity with Cisco operating systems (IOS, IOS-XE, IOS- XR) beneficial.
- Knowledge of network work security, firewalls, VPN technologies, server management, authentication and monitoring technology, VoIP application and SIP in and ISP and customer environment.
- Knowledge of company policies and procedures.
- Knowledge of company products and services.
- Knowledge of telecommunications billing, customer service and plant functions.
- Skill in operating various computer equipment and programs.
- Skill in operating various office equipment such as personal computer, copier, fax machine, and telephone system.
- Skill in problem solving and resolution.
- Skill in reading and interpreting technical documents and information.
- Skill in oral and written communication.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to effectively evaluate software packages and programs.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.

Education and Experience:

Information Technology Degree or related degree or two + years of related work experience.

Physical Requirements:

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking		X		
Climbing/Stooping/Kneeling	X			

Lifting/Pulling/Pushing	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

<u>Working Conditions:</u>

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

<u>Note:</u> The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.