



Job Specification

Job Title: Network Technician, Lead
BCAT Code: 603X BX
Pay Grade: G20

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Non-Exempt

General Description

Provides advanced level technical support for the university's local area network and telecommunications. This support includes analyzing, installing, maintaining, and upgrading complex local area networks and telecommunication systems.

Examples of Duties

- Analyzes, installs, maintains, and upgrades complex local area networks and telecommunication systems.
- Serves as liaison between colleges/departments/offices and the core network infrastructure IT staff.
- Conducts needs analysis and feasibility studies in recommending purchase and acquisition of local area networks and telecommunication systems.
- Provides technical service support to users of the local area network.
- Implements disaster recovery, virus protection, and data-backup for local area networks and telecommunication systems.
- Documents maintenance conducted on local area network hardware and software.
- Attends self-development training sessions and trains/supervises less skilled network technicians and troubleshoots and diagnoses local area network hardware and software.
- Performs other related duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of data processing and local area network/telecommunication principles, practices, and equipment.
- Knowledge of large integrated systems and event driven programming.
- Knowledge of Windows 2000 & XP, Banner, Spectrum, Unix, Cisco routers, and an understanding of client/server computing, programming languages (COBOL, C, C++, Visual Basic, Pearle, Java, relational databases (Oracle), crystal, SQL/PL SQL, LANs) Ability to multi-task and use independent judgment.
- Effective time management, customer service, analytical, and organizational skills.
- Effective oral and verbal communication with external and internal customers.

Minimum GSU Hiring Standards

Bachelor's degree and four years of experience; or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.