

NETWORK TECHNICIAN

Job Description



DEPARTMENT: Information Technology

REPORTS TO: VP, Chief Information Officer (CIO)

POSITION SUMMARY

The Network Technician is a key technology support position that is responsible for managing and troubleshooting the various network systems of the bank's infrastructure including Local Area Networks, Wide Area Networks, and wireless networks, as well as providing end-user support. The Network Technician will work with the CIO to assist in maintenance of existing networks to maximize efficiency and security. The Network Technician must possess a background in Network Operating Systems, Windows PC and Server OS, and is able to work quickly and effectively with little oversight. The Network Technician will assist the IT team to diagnose and resolve all problems affecting network operations and on occasion advise and train personnel and departments on proper use of IT resources.

ESSENTIAL DUTIES & RESPONSIBILITIES

Network Security

- Maintain Fortinet firewalls, and wireless access points
- Implement and enforce firewall and network security policies.
- Understand and implement network security best practices and threat mitigation strategies.

Network Implementation and Maintenance

- Perform routine maintenance tasks, applying software updates, and upgrading network hardware as needed
- Install and configure network devices like routers, switches, firewalls, WAPs, VOIP phones, etc.
- Diagnoses and resolve network issues as needed

Documentation and Technical Support

- Maintaining detailed network documentation including configurations, diagrams, troubleshooting, and disaster recovery procedures.
- Providing technical assistance to end users regarding network connectivity and troubleshooting issues.

Vendor Management

- Working with network equipment vendors to resolve technical issues.

End User Support:

- Effectively communicate with both technical and non-technical stakeholders to explain network issues and solutions.
- Backup the IT Help Desk Specialists when needed.

Business Continuity, Auditing and Disaster Recovery:

- Assist as needed with Disaster recovery testing, simulations, documentation and related activities.
- Participate in regular technology auditing and cybersecurity exercises, testing to mitigate risk and potential threats.

OTHER FUNCTIONS

- Maintains compliance with all banking laws, acts, regulations and bank policies and procedures.
- Any other duties and/or projects as assigned by management.

REQUIREMENTS & QUALIFICATIONS

Education/Specialized License(s): Minimum of network associates degree, Network+, CCNA certification or comparable certification or network experience.

Experience: 1+ years experience as a network Help Desk technician or comparable network troubleshooting experience. Experience with basic operations of Active Directory, DNS, DHCP, Windows PC operating systems, an understanding of TCP/IP. Understanding of subnets and routing protocols.

Specific Skills: Excellent communication skills, technical skills, ability to interact professionally with a diverse group of users, ability and motivation to learn new technologies quickly and with minimum oversight. Have the ability to work productively individually as well as in teams and be an effective problem solver.

Supervisory Responsibility: None

Working Conditions: Monday through Friday. 8:00am to 5:00pm. Additional hours including evenings and weekends may be required as assigned, some travel may be required.

Employee Name (Print):

Employee Signature:

Date: