



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: Network Technician
LOCATION: Information Technology
HIRING RANGE: \$72,133 - \$80,149/Yr.
STATUS: Full Time
HOURS PER WEEK: 40
WORK HOURS: 8 am – 4:30 pm

APPLICATION DEADLINE: Ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION *February 2021*

POSITION TITLE: Network Technician
DEPARTMENT: Information Technology
PAY BASIS: Salaried

PURPOSE AND SUMMARY:

Assists in the technical support and administration of the County PC/voice network involving PC's, servers, and related network equipment, with the objective of maintaining a high level of system dependability and efficiency.

ESSENTIAL FUNCTIONS:

1. Ensures that the County PC/voice network is operating dependably and efficiently.

2. Ensures that user calls escalated from user support are addressed in a considerate and timely manner in order to maintain customer service standards.
3. Assists in the troubleshooting of network functions and recommends solutions.

ADDITIONAL ESSENTIAL DUTIES:

1. Ensures that project assignments are completed on a timely basis and in a cost-effective manner.
2. Evaluates new software releases and upgrades to determine impact on the current operating systems.
3. Serves as primary contact for issues involving network infrastructure and network-wide systems. (i.e. active directory, print servers, backup solutions, anti-spam, IP telephony).
4. Serves as primary contact for department-specific systems (i.e. ROD, Sheriff, PVHC).
5. Assists in system and network upgrades involving both hardware and software.
6. Prepares and maintains system documentation.
7. Performs preventative maintenance on network components and arranges for subcontracted maintenance services.
8. Trains staff and users in equipment and system operations.
9. Serves as a secondary level of support for the User Support and Senior User Support staff.
10. Participates in on-call rotation during off work hours.
11. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Technical Support Supervisor.
2. Works with entire Information Systems staff, other departments, vendors and suppliers to complete duties.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's degree from an accredited institution of higher learning, preferably in Computer Science, Information Systems, or a related field.
2. A minimum of two years' work experience including considerable knowledge of PC systems and integration.
3. A combination of education and experience that provides the skills necessary to perform the job may be substituted for the education or experience requirement.
4. Ability to pass a strict background check and fingerprinting for security compliance.
5. Possession of a valid Wisconsin Driver's License and maintenance of insurance levels in accordance with County standards.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Considerable knowledge of personal computers, peripherals, communication networks, device configurations, and associated hardware and software.
2. Knowledge of microcomputer hardware and software products, and the assessment of such in a networked environment.
3. Considerable ability to analyze hardware and software problems and to develop effective solutions.

4. Ability to establish and maintain effective working relationships with departmental personnel, users and vendor personnel.
5. Ability to work independently or as a member of a team, and to initiate and complete projects with limited supervision.
6. Ability to prioritize work and to complete assignments on schedule.
7. Ability to read and understand technical literature.
8. Considerable ability to communicate effectively in written and oral form and to translate technical terminology into layman's terms and to effectively train others.

PHYSICAL REQUIREMENTS:

1. Ability to lift microcomputer hardware as required for installation (not to exceed 50 pounds).
2. Ability to communicate for long periods of time on the phone while troubleshooting user problems.
3. Ability to function in situations encountered in a normal office environment in a professional and businesslike manner.
4. Ability to work under pressure and maintain a consistent professional demeanor.
5. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
6. Ability to travel to other County departments and locations.
7. Ability to occasionally work mixed schedules that involve weekends and hours outside of office business hours.
8. Ability to respond to emergencies outside of normal business hours.