



POSITION DESCRIPTION

POSITION:	NETWORK SUPPORT SPECIALIST	CIVIL SERVICE:	NO
DEPARTMENT:	FIBER	FLSA EXEMPT:	NON-EXEMPT
REPORTS TO:	COMMUNICATIONS SUPERINTENDENT	PAY GRADE:	CE-6

FUNCTION:

Under limited direction performs technical support work for internal clients, including analyzing, troubleshooting, and evaluating of computer networks and computer systems. Work requires coordination and implementation of assigned and special projects, independent judgment, and the ability to quickly and efficiently troubleshoot and resolve technical problems.

SUPERVISES: N/A

EQUIPMENT USED: IT networking equipment, standard computer equipment, standard office equipment.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

- Build, maintain and configure local area network (LAN) and wide area network (WAN), including installation of network software, firewalls and security settings for all network endpoints.
- Configure and install LAN and WAN related equipment when needed
- Set up desktop computer equipment and install all network and system software, including operating systems and user software packages for employees
- Set up new users on LAN and/or WAN networks, provide access permissions to approved groups and configure security settings for new employees
- Maintain backups and perform regularly scheduled maintenance on devices and systems, including hardware and software updates.
- Troubleshoot and identify daily LAN and WAN network issues, including at the user and user group levels, to prevent downtime
- Analyze all attempted or successful network security breaches to determine breach cause, resolve related issues and secure network to prevent future infiltration
- Evaluate and document LAN and WAN data to ensure networks are performing at peak capacity and suggest solutions to improve performance

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Prior IT support experience that shows a progressive ability to adapt to changing technologies.
- Ability to plan, establish, and adjust working procedures and methods.
- Network software experience.
- Creative problem solving to resolve day-to-day issues.
- Ability to use electronic devices, such as, laptops, pc's, handhelds, etc.
- Monitoring, Security and OS Software experience.
- Honesty in the workplace, providing true, accurate, and complete information.
- Ability to physically attend the workplace on a regular basis.

PREFERRED KNOWLEDGE, SKILLS AND ABILITIES:

- Associate degree or higher.
 - 2 years IT support work. Specifically performing Tier 2 support levels and network maintenance.
 - Experience with Active Directory
 - Experience with VMware
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ACCEPTABLE EXPERIENCE AND TRAINING:

- Associates degree in relevant IT field or graduation from a standard high school supplemented by additional coursework, technical certification or work experience related to information technology or computer networks.
 - Subject to a post-offer physical including drug screening.
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PHYSICAL REQUIREMENTS:

- Ability and dexterity to use the tools and equipment of work in a safe and efficient manner.
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VISION REQUIREMENTS:

- The minimum standard for use with those whose work deals with computer monitors.

LANGUAGE ABILITY AND INTERPERSONAL COMMUNICATION:

- The ability to establish and maintain effective working relationships with fellow employees, contractors and public officials.
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SCHEDULE ADAPTABILITY:

- Ability to work outside normal business hours, including overnight shifts to minimize service outage interruptions.
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EQUAL OPPORTUNITY EMPLOYER:

Indianola Municipal Utilities is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Utility will provide reasonable accommodations to qualified individuals and

encourages prospective employees and incumbents to discuss potential accommodations with the employer.

Indianola Municipal Utilities reserves the right to change this job description at any time.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge receiving a copy of my job description. I understand the requirements, essential functions, and duties of my position. I understand that should I have any questions regarding my position, I should ask my supervisor or human resources.

Print Name

Signature

Date