Job Title: Network Technician, Lead

BCAT Code: 09VP01
Pay Grade: G20  FLSA Status: Non-Exempt
Effective Date: April 1, 2007
Revision Date: July 1, 2013

General Description
Provides advanced level technical support for the University local area network and telecommunications, such as 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 by recommending the purchase and acquisition of local area networks and telecommunication systems.
- Provides technical service support to users of the local area network.
- Implements the disaster recovery, virus protection, and data-backup for local area networks and telecommunication systems.
- Documents the maintenance conducted on local area network hardware and software.
- Attends self-development training sessions.
- Trains and supervises less skilled network technicians.
- 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 and telecommunication principles, practices, and equipment.
- Knowledge of large integrated systems and event driven programming.
- Knowledge of MS Windows, Banner, Spectrum, Unix, Cisco routers, and an understanding of client and server computing, programming languages, such as 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 skills with external and internal customers.

Minimum GSU Hiring Standards
Bachelor’s degree and four years of related experience; or a combination of education and related 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.