General Description
Provides entry level technical support for the University local area network, such as maintaining and upgrading local area networks.

Examples of Duties
- Maintains and upgrades local area networks.
- Assists in installing local area networks.
- Serves as liaison between colleges, departments, offices, and the core network infrastructure IT staff.
- Provides technical service support to users of the local area network.
- Documents the maintenance conducted on the local area network hardware and software.
- Attends self-development training sessions.
- Troubleshoots and diagnoses local area network hardware and software.
- Performs other entry level network technician duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of data processing and local area network principles, practices, and equipment.
- Knowledge of large integrated systems and event driven programming.
- Knowledge of MS Windows, Banner, Spectrum, Unix, 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, etc.
- Effective time management, customer service, analytical, and organizational skills.
- Effective oral and verbal communication skills with external and internal customers.
- Ability to multi-task and use independent judgment.

Minimum GSU Hiring Standards
Bachelor’s degree and one year 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.