Computer Network Technician
Newcomb Hall

Function:
The Computer Network Technician provides computer end-user support to Newcomb Hall Staff and supported student organizations/groups.

Qualifications:
Computer Engineering/Science or other areas of study leading to a career in computer technology

Responsibilities:
- Trouble shooting and resolving computer, printer and server issues
- Monitoring Windows Update and Norton Antivirus Server
- Creating and Managing Active Directory and Print Manager Accounts
- Developing new and modifying existing scripts written in VBS
- Maintaining PHP based web work order form and work order data base
- Maintaining all staff and student employee email lists
- Initiating, monitoring and securing tape backups
- Delivering quality customer service
- Performing other tasks as assigned

Commitment
This position requires up to 20 hours per week. Attendance at all training activities is required. Prior to the start of Fall semester, training typically begins one week before the start of classes and lasts approximately one week. Work hours are between 9:00 am and 5:00 pm Monday – Friday. A minimum of a two hour shift is required.

Supervision Received: Network Administrator

Educational Outcomes:
- Team Project Development
- Time Management
- Customer Service Skills
- Networking and Network Security Skills