

## **Network Technician**

**Location:** Calvert Library Prince Frederick

**Department:** Administration/IT

**Organizational Relationship:**

Reports to: Public Relations Coordinator

Supervises: Not a supervisory position

**FLSA Status:** Non-Exempt

**Job Summary:**

The Network Technician (NT) assists the IT Department with technology-related project management and the day-to-day support of the Local Area Networks (LANs) and Wide Area Network (WAN) throughout the Library system.

**Values**

Calvert Library has adopted the following core values that drive both internal operations and relationships with customers and partners:

- We embrace change, take risks, and learn from mistakes.
- We collaborate within our library locations, our community, our region and our state.
- We value individual creativity and diversity.
- We learn and facilitate the learning of others as a means to empower and transform lives.
- We engage and build community.

**Essential Job Functions**

- Assists the Network Administrator (NA) with installation, configuration, maintenance, upgrade, troubleshooting and repair of firewall, filter, networking hardware, telecommunications equipment, and related software necessary for secure network and internet access in the library system.
- Assists the NA to install, configure, maintain, troubleshoot and customize security settings for servers (i.e., Domain Controller/DNS, File/Print, and/or Antivirus/Remote Installation) in a Windows environment.
- Handles project management for the department and holds short daily team meetings to review progress and document task distribution; shares updates with supervisor as requested
- Maintains confidentiality of customer and personnel information
- Maintains records (time sheets, inventory, invoices, etc.)
- Maintains professional development and knowledge of industry trends through workshops, seminars, conference attendance, professional affiliations, etc.
- Participates in meetings, teams/committees/workgroups, and outside events as appropriate
- Performs other duties as assigned

**Special Duties**

- Position will require occasional after-hours and/or weekend work for maintenance

- and upgrade projects
- Position will require the employee to work in multiple locations on occasion
- Work is subject to deadlines and frequent interruptions

### **Knowledge, Skills, and Abilities**

#### Knowledge required:

- Network engineering, telecommunications, electronics, network communications equipment, network security, servers and server-based applications including hardware, network and internal operating systems, and networked applications.
- LAN/WAN networking equipment (including associated operating systems, protocols and associated addressing schema, routing, switching, virtual private networks, intranet and internet access).
- Principles and best practices of computer and network security (including firewalls, filters, antivirus, antispymware, and threat detection).
- Knowledge of computer operating systems and applications including but not limited to: Windows (XP, 7, 10), iOS, Microsoft Office Professional, SharePoint, Adobe Creative Suite, Internet Explorer, Chrome and related plugins.

#### Skills required:

- Project management
- Analytical skills in order to solve complex technical problems and recommend alternatives.
- Effective oral and written communication

#### Abilities required:

- Deliver excellent internal and external customer service
- Ability to work effectively and calmly under pressure and make judgments in accordance with established policies and procedures
- Ability to plan, assign, train, and direct work of others
- Establish and maintain effective working relationships with others encountered in the work place
- Ability to transition quickly between tasks and reprioritize workload

### **Required Education/Experience:**

- Minimum of 3 years experience in the implementation, maintenance, use, policy development and troubleshooting of LAN/WAN technologies and related hardware/software.
- Prefer Bachelor's degree in computer science, network management or related field.
- Library experience preferred.
- Licenses or Certificates:
  - One of the following recent certifications is desirable: MCSE, CCNA, CCNP, CCIE, Network+, Linux or equivalent certification. Advanced training and/or certifications on network security and firewalls.

### **Physical demands:**

- Requires reaching, bending and carrying moderate to heavy loads, up to 50 pounds of weight
  - Requires ability to move about the library
  - Requires ability to operate a keyboard and view a computer monitor
  - Requires ability to communicate using a telephone
  - Requires ability to carry and replace computers, monitors and related equipment
  - Requires ability to travel from branch to branch
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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions of this job.

Revised: 1/18