

## JOB DESCRIPTION

<b>JOB TITLE</b>	Network Support Technician (formerly Network Technician)
<b>JOB GROUP</b>	CUPE 4222A
<b>LEVEL</b>	E
<b>DEPARTMENT</b>	Learning Support Services, Information Technology Services
<b>SUPERVISOR</b>	Supervisor, Infrastructure and Operations

### POSITION SUMMARY

The Network Support Technician installs, configures and maintains communication equipment, network switching equipment, video conference equipment and all supporting cabling and power systems, determines system requirements and coordinates the work of contractors.

### DUTIES AND RESPONSIBILITIES

- Configure and maintain telephone systems and provide support for voice mail system.
- Assist Telecommunications Specialist with systems support and the development of a support model.
- Troubleshoot voice call issues.
- Advise or make recommendations to supervisor regarding procurement of equipment and tools.
- Install and configure network equipment such as ethernet switches and wireless access points.
- Troubleshoot and replace faulty network equipment.
- Install and repair cabling and fibre optic cabling.
- Arrange for installation of power.
- Install or troubleshoot uninterruptible power supplies as required.
- Assist with the tendering process for contracted services.
- Review requirements with contractor and ensure work is completed to TVDSB specification and standards.
- Arrange for servicing of equipment with contractors as required.
- Authorize payment for services rendered.
- Specify telephone equipment required for purchase.
- Specify and layout network cabling upgrades.
- Liaise with project staff in Facility Services to identify wiring and equipment needs in new buildings and renovations.
- Assist and advise in the development and maintenance of system wide standards.

### EDUCATION

Completion of a two year post-secondary program in computer systems technology or equivalent.

### EXPERIENCE

Two years of related work experience is required.