



## Service Desk Network Technician

The Service Desk Network Technician will be responsible for resolving escalated technical issues involving mainly networking but also supporting server, virtualization, storage, and voice technologies at an advanced level. The Service Desk Network Technician will work closely with Project Management, Systems Engineering, and Cloud Services teams on supporting implementations for these technologies.

### Principle Accountabilities:

- Troubleshoot and resolve service desk tickets related to technical difficulties with hardware, software, and the network
- Assist with basic hardware and software installs
- Facilitate incoming and outgoing calls with clients
- Assist in creation and maintenance of documentation for support solutions and processes
- Adept at working with changing technology and multi-task with limited supervision
- Facilitate knowledge transfer to client and internal teams. Including documentation of technical details of each ticket, following standard service desk procedures.
- Participate with on-call rotations to provide after-hours support as needed
- Identify root cause of escalated issue and formulate plan of action for resolution
- Mentor other service desk technicians and facilitate cross-training
- Further knowledge by engaging in available trainings and partner competency programs.
- Ensuring they are complying with and adhering to all Information Security Policies as well as privacy policies. They must also ensure they are protecting and keeping secure all client information considered or believed to be private or sensitive.
- Ensuring all security and operational controls are followed and enforced to ensure client data remains secure, available, and private, where applicable.

### Experience/Skills:

- Minimum of 2+ years in network administration.
- Working knowledge of basic LAN networking including VLANs (Preferable Extreme Networks and Cisco)
- Working knowledge of WAN networking (Layer 3 routing in the WAN space, OSPF and other dynamic protocols)
- Working knowledge of network security software and hardware firewalls (Preferably Palo Alto and Fortinet)
- Windows Server SBS/2003/2008/2012
- Active Directory, DNS, DHCP, DFS/File, Print, WSUS
- Working knowledge of SANs. (Preferably Nutanix or Nimble)
- Strong written, organizational, and communication skills with the ability to work well and communicate with peers and clients.
- Working knowledge of Microsoft Server technologies as well as virtualization. (Not required, but preferred.)



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### **Additional Information**

- Certifications in one or multiple IT technologies is required. (Ex. VCP, CCNA/NP, Network+)
- Functioning personal vehicle for transportation and a valid PA driver's license required.
- Some travel heavy lifting may be required.