



Connected Platforms Inc.
200 S. Grand Blvd., Ste. 400
Vancouver, WA 98661-7773
v 360.213.2730 f 360.397.0697
www.connectedplatforms.com

Job Description

Job Title:	Network Technician 1		
Department:	Connected Platforms Inc.		
Reports To:	Client Services Manager		
FLSA Status:	Non-exempt	Pay Grade:	
Established Date:	4/24/08	Revised Date:	4/24/08

General Position Summary:

The Network Technician 1 provides first tier desktop support and network technical support for Connected Platforms (CP) clients.

Essential Functions/Major Responsibilities:

1. Answer service and support calls to provide effective resolution of end user issues. (primarily Windows XP / Vista Business)
2. Provides proactive maintenance by monitoring service for CP contract clients.
3. Records and schedules service requests by monitoring the support email in-box and creating jobs in CP's ticketing system.
4. Provides remote solutions and repairs for clients. (primarily Windows Server and Windows Small Business Server)
5. Creates and maintains documentation as needed.

Secondary Functions:

1. Monitors server alerts and server reports for errors. Troubleshoots or escalates jobs generated from these errors.
2. Generates jobs by randomly reviewing client server logs,
3. Travel to client sites to provide on-site support.
4. Other duties as assigned

Job Scope:

The nature of the job requires the incumbent frequently working in routine work situations, but also recurring work situations with occasional variations from the norm. The job involves a moderately high level of complexity. The incumbent must have technical knowledge about a variety of network structures in order to monitor, troubleshoot and resolve errors. Complexity is increased because the job requires the incumbent to work with a variety of hardware, software and resolve compatibility issues. The incumbent operates from established well-known procedures, but also must determine which practices and procedures to follow.

Supervisory Responsibility:

The incumbent does not supervise others.

Interpersonal Contacts:

Contacts are normally made with others both inside and outside of CP. The most frequent communications are usually with his/her own department staff and supervisor. Contacts contain some discussion about confidential/sensitive information. S/he spends approximately 50% of the time working with customers face-to-face and 50% working with them by telephone. 80% of the incumbent's contacts are with customers while 20% of his/her contacts are with non-customers.

Specific Job Skills:

The position requires the ability to be highly effective in multi-tasking as well as have the ability to quickly react/adapt to various degrees of technical difficulty. Use of decision-making, teamwork, creativity, discretion, interpersonal skills and customer service skills are critical for success in this position. The incumbent must be proficient speaking, reading, writing and understanding English.

The demonstrated ability to use independent judgment and take independent action is required. Also required is use of discretion, problem analysis and negotiation skills. Requires possession of a valid driver's license with satisfactory driving record and proof of insurance as required by state law. Physical capabilities needed to perform this job include walking, sitting, standing, use of hands and fingers, hearing, speaking, and vision.

Education and/or Experience:

Requires 2-4 years of computer and network experience. Must have strong customer service skills. Network certification or college coursework is preferred.

Job Conditions:

A variety of environments at customer premises.

Signatures: Signatures below indicate that the information contained is an accurate description of assigned duties and requirements have been reviewed AND APPROVED AS

SUBMITTED by all parties.

Employee (Required)	Date
Supervisor (Required)	Date
Division/Department Head	Date

Human Resources (Required)	Date
Executive (Required)	Date