



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 2		
Department:	Connected Platforms Inc.		
Reports To:	Client Services Manager		
FLSA Status:	Non-exempt	Pay Grade:	
Approved Date:	4/24/08	Revised Date:	4/24/08

General Position Summary:

Provides general network administration including documentation, implementation, troubleshooting and maintenance for Connected Platforms (CP) clients either remotely or in the field. Performs all tasks related to, but not limited to, network administration, network engineer, system design, system implementation, project management, sales of future small projects. The Network Technician 2 is assigned client responsibilities for CP's Managed Services products.

Essential Functions/Major Responsibilities:

1. Assists and at times operates the help desk by performing very complex troubleshooting that requires thorough knowledge of all operating components on the network.
2. Maintains client servers, frequently scripting and automating technologies to allow users to work similarly from one facility or another.
3. Plan and strategize client projects, assisting with all facets of IT-related business operations such as budget expenditures and allocation of equipment.
4. Maintains client passwords, network configurations, and documentation all of which are highly sensitive and require regular maintenance.
5. Maintains network notation documenting any updates made to the network.
6. Records and schedules service requests by monitoring the support email in-box and creating jobs in CP's Emyrean ticketing system.
7. Provides remote solutions and repairs for clients.

Secondary Functions:

1. Provides good customer service by doing whatever is necessary to keep the clients happy.
2. Provides technical assistance to other technicians or clients via telephone, remote access or on-site.
3. Understands designs and implements the topology and infrastructure of computer networks.

Job Scope:

This job is complex in the sense that it involves a varied and diverse group of people, which keeps the environment very dynamic. From a technology standpoint, the organization prides itself on steady, reliable infrastructure, which results in lesser complexity in administration. The social aspect of this job seems to offer the greatest level of constant change. This position requires a high level of multitasking.

Position may be expected to assume responsibility as a *specialist* in a specific area such as Microsoft Exchange, SQL, or N-Central. As the specialist, S/he will be required to maintain a high level of knowledge on the subject acting as a resource for other technicians.

Supervisory Responsibility:

The incumbent does not supervise others. S/he at times will independently with minimal supervision. The position often supervises customers' networks as assigned to him or her under CP's Managed Services product offerings. This often involves working in a team environment and requires the delegation of responsibilities.

Interpersonal Contacts:

Contacts are normally made with others both inside and outside of CP. S/he is frequently entrusted with confidential/sensitive information necessitating discretion at all times. S/he spends approximately 50% of the time working with clients face-to-face and 50% working with them remotely via telephone, email, or remote network access. 80% of the incumbent's contacts are with clients while 20% of his/her contacts are with non-clients.

Specific Job Skills:

The incumbent is required to effectively communicate with clients by addressing their needs, being empathetic to the clients' feelings, and presenting a professional image in both speech and dress. Use of decision making, interpersonal, discretion and customer service skills are critical for success in this position. The incumbent must be proficient in speaking, reading, writing and understanding English.

Possess a thorough knowledge of all Microsoft operating systems and the ability to troubleshoot. Have the ability to communicate with clients, even under tense situations, and perform to their expectations. Ability to configure, administer and maintain Windows networks and core technologies, such as Active Directory, Exchange, and SQL Server. Understand and create group policies and software deployment technologies. Have full working knowledge of data redundancy such as tape backup and RAID. Have a working knowledge of mathematical concepts native to networking such as IP routing, subnet segmentation, etc.

Also required is the demonstrated ability to use independent judgment and take independent action. 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:

Five years experience designing, administering, troubleshooting networks.
Two years network support experience
Server and desktop OS experience
Experience with Microsoft Exchange, SQL, firewalls and routers

Job Conditions:

The noise level is moderate (business office with computers, printers, and light traffic). Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Extensive travel, substantial overtime, evening meetings, on-call availability are required.

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	_____ Human Resources (Required)	_____ Date
_____ Supervisor (Required)	_____ Date	_____ Executive (Required)	_____ Date
_____ Division/Department Head	_____ Date		