

**Network Technician**

**Job Description**

At DMU you will make a meaningful contribution to the dynamic future of Medicine and Health Sciences. DMU is seeking a Network Technician who will be responsible for installing, configuring, maintaining, and troubleshooting our network infrastructure. Works with the infrastructure team to complete efforts and projects related to the design, installation, operation, support, upgrades, and maintenance of infrastructure, including software, servers, networking, and storage. Helps with maintaining network security, performing regular updates, and documenting network configurations. Contributes to and ensures full compliance to operational standards, procedures, and best practices.

**Essential Duties and Responsibilities:**

* Install, configure, and maintain network hardware and software.
* Install and configure network equipment such as routers, switches, firewalls, and wireless access points.
* Monitor network performance and troubleshoot issues to ensure the network runs efficiently.
* Diagnose and resolve hardware, software, and connectivity problems.
* Perform regular maintenance and updates to network systems.
* Ensure network security by implementing appropriate measures such as firewalls and encryption.
* Provide technical support to end-users experiencing network-related issues.
* Assist with the setup and support of remote access for users.
* Maintain documentation of network configurations, changes, and maintenance activities.
* Keep an inventory of network equipment and software licenses.
* Plan and implement network upgrades and improvements to enhance performance and security.
* Evaluate and recommend new networking technologies.
* Ensure the network complies with relevant regulations and standards.
* Conduct regular security audits and implement necessary security protocols.
* Work closely with other ITS staff, such as system administrators and security specialists, to ensure seamless network operations.
* Coordinate with vendors and service providers for network-related products and services.
* Implement and manage backup and recovery plans for network data.
* Ensure network systems can be restored quickly in case of failure or disaster.
* Stay up to date with the latest network technologies and best practices.
* Provide training and support to other IT staff and end-users on network-related topics.
* Identify and correct faults and provide resolution of problem tickets escalated from other technicians.
* Serve as on-call escalation for issue resolution.
* Participate in and successfully complete all university required training including, but not limited to discrimination/harassment and code of conduct.
* Perform other job-related duties and special projects as assigned.

**Education and/or Experience:**

* Bachelor’s degree in computer science or analytical discipline, or equivalent combination of education and experience required.
* Three years of experience supporting LAN / WAN infrastructure highly preferred.
* Knowledge of TCP/IP protocols, QoS, and other network technologies.
* Knowledge in: IP Subnetting, VPN, Wireless, firewalls, routers, VoIP, Network design.
* Knowledge of Windows Server, Active Directory, DNS, and DHCP.
* CCNA, CCIP, or CCNP certifications (preferred)

**Essential skills:**

* Strong interpersonal communication, time management, and organizational skills.
* Able to work with outside vendors and management.
* Excellent written and verbal communications skills.
* Able to communicate technical solutions effectively to a non-technical audience. Self-motivated and directed, with keen attention to detail.
* Ability to occasionally lift up to 50 lbs.
* Able to prioritize and execute tasks in a high-pressure environment.
* Experience working in a team-oriented, collaborative environment.
* Commitment to diversity and inclusivity.

**Department: Information Tech Services**

**Status:  Exempt**

**Work Schedule:  Monday thru Friday 8:00 AM – 4:30 PM (On-call/off hours availability – frequently)**