



Pershing Health System

IT NETWORK SUPPORT TECHNICIAN

Job Summary:

The Network Support Technician will troubleshoot and maintain the organizations network systems.

Supervisory Responsibilities:

- None.

Duties/Responsibilities:

- Maintains network systems, installing new hardware and modifying existing hardware, and related network software and applications.
- Installs and maintains peripheral devices including printers, hubs, routers, and other equipment.
- Communicates with end users to understand and troubleshoot problems.
- Conducts periodic diagnostics and testing to ensure optimal network function and minimal downtime.
- Maintains email and intranet services, adding and removing users and accounts.
- Collaborates with network administrator to review and analyze hardware and software needs; recommends changes.
- Perform other related duties as assigned.
- Adhere to the facility's Standards of Excellence.

Required Skills/Abilities:

- Excellent interpersonal and customer service skills.
- Basic understanding of existing network programs and capabilities.
- Excellent workstation and network troubleshooting skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.

Education and Experience:

- High proficiency with PCs, tablets, mobile devices, and associated accessories. Includes Windows operating systems, Microsoft Office, and other general software applications.
- 1-3 years of experience supporting servers, networks, and telecommunications.
- Associates degree in Computer Science or equivalent experience required.
- At least three years of experience in network maintenance and user technical support preferred.
- A+, Network+, and/or similar certifications highly preferred.

Physical Requirements:

- Prolonged periods of sitting and typing on a computer.
- Must be able to lift at least 15 pounds.