



JOB DESCRIPTION

Job Title: Information Technology Technician 2
Department: Operations
Reports To: Director of Operations

FLSA Status: Non-Exempt
Represented by the Association: No

Job Summary: This position is responsible for LAN/WAN Technical support. Tech 2s may do some or all parts of the duties below such as provide technical support for escalated tier 2 calls, troubleshoot software and hardware issues, install and repair microwave radio antennas, etc., as assigned by their supervisor.

Essential Job Duties and Responsibilities:

- Provide technical support escalated by the level 1 technicians for advanced or on-site support.
- Troubleshoot software and hardware problems related to Internet applications.
- Implement and coordinate network policies, procedures and standards.
- Installation, maintenance and repair of microwave radio antennas, transceivers, transmission lines, and other related equipment and services.
- Assist the Systems Administrators and Engineers with configuration, maintenance and monitoring of access servers, routers, Microsoft servers and Internet servers including DNS, radius, web, LDAP, e-mail, network monitoring and print servers.
- Provide LAN support, designs, installs, maintains and troubleshoots for the entire Blackfoot campus/remote locations, and IT infrastructure. Support IT needs at all levels of the organization. Maintain confidential information typically learned by having administrator privileges to configure and support the entire campus network and the applications that overlay the network.
- Provide IPCENTREX support, designs, installs and troubleshoots our VOIP service. Train the CLEC techs and provide advanced networking support for the IPCENTREX product.
- Train the sales department on product knowledge for data and IP voice products. Provide sales engineering support to the sales team when required.
- Work with Marketing to design the collateral and documentation to sell and support products.
- Provide business LAN support encompassing a broad range of Network design, installation, configuration and troubleshooting skills. Common work for Business LAN support includes evaluating, recommending and installing wired or wireless networks. Also includes interconnecting devices over the network which may include servers, workstations, printers, phones, switches and routers. Perform OS and Application level installation and troubleshooting.
- May conduct seminars and training promoting Internet benefits and ease of use.
- Configure onsite or remote data network equipment for interconnectivity of network devices.

Additional Job Duties and Responsibilities:

- Perform other duties and responsibilities as required to fulfill job function or as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of:
 - company policies, procedures, products and services.
 - web technologies, technical languages, browsers, search procedures, search engines, platforms and applications.
 - computer hardware and general office practices and procedures.
 - windows OS and other Microsoft programs.
 - networking devices.
 - time management and organizational skills.

- Skill to:
 - provide superior customer service.
 - utilize common tools and equipment related to the mounting and alignment of microwave radio antennas, transceivers, transmission line and related electronics.
 - operate various office equipment such as a computer, copy machine, fax machine and multi-line telephone.

- Ability to:
 - work independently.
 - think analytically and be a problem solver.
 - communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
 - work completely and accurately under time constraints and deadlines.
 - obtain and maintain a valid Montana driver’s license, have a good driving record and be insured under the Company insurance policy.
 - read, analyze, and interpret technical documents and reports.
 - work in a safe and effective manner.

Education and Experience:

Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be: Associates degree in related field and/or two (2) to three (3) years of related work experience.

Physical and Other Requirements:

This position may require 8 to 10 hour days, flexible hours and some weekends.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer. Must be able to read and interpret test equipment.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling: Tower Climbing (generally, 50 to 100 foot towers, but up to 225 foot towers at times) may be required by some technicians; Roof top work and other similar work conditions may be required by some technicians.		X		
Lifting/Pushing/Pulling:		X		
Fingering/Grasping/Feeling:				X

