

Systems Technician

Desktop Applications Support: Performs basic support functions including installing PCs, laptops, printers, and office automation software; diagnosing and correcting desktop application problems, configuring laptops and desktops for standard applications and identifying and correcting end user hardware problems, and performing advanced troubleshooting. Assist designated Council personnel with software and hardware purchases. Assist in development of software/hardware policies and procedures.

Server Administration Support: Manages computer systems and networks to include complex application, database, messaging, web and other servers and associated hardware, software, communications, operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system; Ensure scheduled preventive maintenance for equipment is properly and promptly performed; Setup new users and edit or remove existing users on server; Server performance and capacity management services with reporting when specified thresholds are reached; Configuration management, including changes, upgrades, patches, etc.; Support of financial software and other specialized software products as it relates to the server(s) and associated hardware; Management of user logins and security;

Network Administration Support: Scope of activity includes all Council network equipment including switches, firewalls, routers, and other security devices. Primary installation and maintenance of printers, network copiers/scanners, etc.; Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades; Alert notifications to designated Council personnel in the event of failure; Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached; Network performance and capacity management services, and network troubleshooting. System **Security:** Maintenance of virus detection programs on Council servers, email and all other Council computers and laptops; Perform security audits as requested and notify Council personnel immediately of suspected breaches of security or instruction detection.

Strategic System Planning: Engineering, planning, and design services for major system enhancements, including installations and upgrades of new or existing systems. Examples include major server upgrades, storage system upgrades, redesign of backup systems, etc.; Provide technical leadership for server technology issues; Make recommendations for future purchasing and technology needs; Install new servers, software and hardware and transfer data when acquired; Strategic planning, design, and installation/upgrade of core network systems. Examples include major network upgrades, provider changes, IP schema redesign, installation of “core” network devices, etc.