

NETWORK ASSISTANT

Full-time position

Location: Main Branch

Hours: Monday - Friday 8:00 AM – 5:00 PM
On Call rotating (Saturdays approximately 8:00 a.m. to 1:30 p.m.)
Schedule can vary depending on duties assigned

In-Hire Pay Range: Network Assistant I = \$38,511 – \$57,766 annual equivalent (dependent on direct experience)

General Summary

The successful candidate for this position will provide network support to operational computer networks. This person will assist the Network Administrator with installing, configuring and troubleshooting local area computer networks and associated assemblies.

Summary of Job Requirements

- Associate's degree, or equivalent, in a computer related field from a two-year college or technical school: or a minimum of one year related experience and/or training in a computer related field: or an equivalent combination of education and experience.
- Prefer A+ and Network+. MCSE, MCSA certifications and other certifications are encouraged.
- Prefer help desk experience related to computer software / hardware.
- Interpersonal skills to represent the bank in a positive way in dealing with customer transactions
- The ability to constructively interact with fellow employees in all departments
- Good written and verbal communication skills are required
- A valid driver's license and a satisfactory driving record as this position will be required to travel to and from branches.

Summary of Job Duties

- Assembles and configures network components and associated services.
- Sets up and maintains basic network operations, including assembly of network hardware, and provides assistance to the network administrator.
- Performs network troubleshooting to isolate and diagnose common network problems.
- Upgrades network hardware and software components as required.
- Installs, upgrades and configures network printing, directory structures, rights, and security, software and files services.
- Provides users with network technical support.
- Responds to needs and questions of users concerning their access of network resources.
- Establishes network users, user environments, directories, and security for networks being installed.
- Supports various operational units as directed by the Cashier.
- Performs other duties as assigned by supervisor.

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