Copper Valley Telecom

Position Title: Technician II  
Reports To: IT Manager  
Department: IT  
FLSA Status: Non-Exempt

General Summary:
Provides technical support in a help desk fashion for Copper Valley Telecom’s Corporate, Broadband, Managed Service Provider(MSP), and Wireless Networks. Also supporting System Administrators in the installation, operation, and maintenance of the aforementioned areas.

Essential Job Functions:

- Provides technical support to Copper Valley Telecom’s Corporate, Broadband, Managed Service Provider(MSP), and Wireless Networks by answering phone calls and responding to help desk tickets

- Supports of Copper Valley Telecom’s Corporate, Broadband, Managed Service Provider(MSP), and Wireless Networks by assisting System Administrators with maintaining routers, servers, and other equipment. Maintaining identity Systems, updating filtering systems, and ensuring security and integrity of all systems as well as maintaining inventories.

- Provides input regarding designs, costs estimate, and recommendations for new services and enhancements for CVTC networks. Investigates and evaluates new product offerings for the inclusion into the network or as replacements for existing elements.

- Assists with installation and maintenance of systems at customer premises by ensuring systems and services are implemented on schedule and ensuring all network and site security concerns are identified and addressed.

- Monitors trouble tickets and provides analysis of both system and customer troubles.

- Performs all other related duties as assigned by management.

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.
**Knowledge, Skills, and Abilities:**

- Knowledge of LAN/WAN topologies, Ethernet, Windows, Linux, routers, firewalls, VPN, IP Subnetting, DNS, DHCP SMTP, WiFi, TCP/IP, xDSL, ATM and HTML, PHP, Powershell, and BASH.

- Skill in operating various office equipment such as personal computer, printer hardware, Microsoft Office, copier, shredder, various software programs, email, and SIP telephony systems.

- Skill in oral and written communication.

- Ability to accurately analyze user processes and procedures and recommend appropriate cost-effective systems.

- Ability to organize and prioritize multiple projects.

- Ability to communicate with customers, employees, consultants, contractors, and various business contacts in a professional and courteous manner.

- Ability to sit or stand for most of the day while working on a computer with intermittent breaks.

- Ability to stoop, crawl under desks and reach equipment mounted on equipment racks.

- Ability to work extended hours with occasional travel.

- Ability to maintain confidentiality.

- Ability to work both independently and in a team environment.

- Ability to obtain and maintain a valid driver’s license.

- Ability to work with frequent interruptions.

- Knowledge of company policies and procedures.
- Knowledge of company products and services.

**Education and Experience:**

Associate degree in information technology, computer science or related field. An equivalent combination of college study and experience may also be accepted.

**Physical Requirements:**

<table>
<thead>
<tr>
<th>PHYSICAL REQUIREMENTS</th>
<th>0-24%</th>
<th>25-49%</th>
<th>50-74%</th>
<th>75-100%</th>
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</thead>
<tbody>
<tr>
<td>Seeing: Must be able to read computer screen</td>
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<td>X</td>
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<tr>
<td>Hearing: Must be able to hear well enough to</td>
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<td>X</td>
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<tr>
<td>Standing/Walking:</td>
<td>X</td>
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<tr>
<td>Climbing/Stooping/Kneeling:</td>
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<td>X</td>
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<tr>
<td>Lifting/Pulling/Pushing:</td>
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<td>X</td>
<td></td>
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<tr>
<td>Fingering/Grasping/Feeling:</td>
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<td></td>
<td>X</td>
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</tbody>
</table>

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions; may involve occasional exposure to some of the elements listed above.
Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.