Copper Valley Long Distance

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

General Summary:

Supports the operation, maintenance and upgrades of Copper Valley Long Distance's (CVLD) internet access network. Provides technical support to Internet customers. Assists with installation and maintenance of systems at customer premises. Researches new technologies and makes recommendations for new business lines. Monitors and analyzes customer trouble tickets. Provides back-up to CVTC internet support staff during scheduled absences.

Essential Job Functions:

- Supports the operation, maintenance and upgrades of CVLD internet access network by maintaining access devices, routers, servers, and other equipment and systems; maintaining and upgrading hardware and application systems; maintaining interface tools; updating filtering systems; ensuring security and integrity of all systems; and maintaining DSL equipment inventories.

- Provides input regarding designs, costs estimates, and recommendations for new services and enhancements for CVLD internet access network. Investigates and evaluates new product offerings for the inclusion in to the network or as replacements for existing elements.

- Provides technical support to Internet customers by answering phone calls, gathering relevant information, and troubleshooting and resolving problems and issues. Researches Internet problems and issues to determine solutions.

- Assists in maintenance of customer web sites. Ensures web pages accurately reflect customer needs regarding appearance, information and functionality. Maintains current knowledge regarding web page activities.

- 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.

- Researches new technologies and makes recommendations for new business lines. Conducts analyses of potential services and forwards to management for review.

- Monitors trouble tickets and analyzes both system and customer troubles.

- Covers for CVTC internet support staff during scheduled absences by monitoring and responding to CVTC help tickets and assisting affiliated companies with software, computer or printer issues as needed.

- Performs all other related duties as assigned by management.*

*These tasks do no meet with 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, components, and protocols including Ethernet, Windows, UNIX, Linux, routers, firewalls, VPN, subnettings, DNS, SMTP, ATM, WiFi, TCP/IP, xDSL and HTML.

- Knowledge of circuit switched and TDM technologies including DS0, DS1, DS3 and Sonet rate protocols.

- Knowledge of company policies and procedures.

- Knowledge of company products and services.

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

Education and Experience:

Associate's degree in Electronics or related field plus four years of experience in an ISP environment. An equivalent combination of college study and experience may also be accepted.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling: Must be able to stoop, crawl under desks and tables.		X		
Lifting/Pulling/Pushing: Must be able to lift and transport records weighing up to 40 lbs.	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

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.