

SOUTHWESTERN VIRGINIA TRANSIT
MANAGEMENT COMPANY, INC.
P.O. BOX 13247
ROANOKE, VIRGINIA 24032

POSITION JOB DESCRIPTION

POSITION: TECHNICAL SUPPORT

DEPARTMENT: INTERNET TECHNOLOGY

REPORTS TO: INFORMATION TECHNOLOGY NETWORK ADMINISTRATOR

CLASSIFICATION: HOURLY- NON-EXEMPT

JOB SUMMARY

- Responsible for assisting the Information Technology Network Administrator in managing Southwestern Virginia Transit Management Company, Inc.'s (SVTMC) network, servers, workstation, websites and other technologies utilized by SVTMC and its' employees
- Monitor network activity at the Main Office and Campbell Court

DUTIES

- Research hardware and software in order to decide what is best to purchase for SVTMC
- Ensures the stable operation of the in-house computer network and all connected PCs and peripherals
- Assist in planning, developing, installing, configuring, maintaining, supporting, and optimizing network hardware, software, and communication links
- Analyzes and resolves end user hardware and software computer problems in a timely and accurate fashion, and provides end user training where required
- Assist with hardware installations, configurations, and troubleshooting
- Installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices
- Manage servers including but not limited to; e-mail, print, and internal services for end users.
- Maintain and verify backup servers/systems; when required
- Manage security solutions, including firewall, anti-virus, IPS, and IDS.
- Manage network hardware and equipment, including routers, switches, hubs, and UPSs.
- Provide first hand support, IT training, and troubleshooting to office staff for IT matters.
- Administer equipment, hardware and software upgrades; if required.
- Administer and maintain end user accounts, permissions, and access rights.
- Perform server and security audits

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- Perform system backups and recovery
- Recommend, schedule, and perform network improvements, upgrades, and repairs
- Develop, document, and train on hardware installation and troubleshooting procedures

- Perform other related duties as assigned by Information Technology Network Administrator

SUPERVISORY RESPONSIBILITIES

- None

QUALIFICATIONS

- Have a working technical knowledge of network and PC operating systems, including Windows 10, Windows 7, Windows 2008/2012r2 Server, and Linux variants
- Have a working technical knowledge of current network hardware, protocols, and standards, including hardware RAID, Active Directory, DNS, TCP/IP
- Previous applied hardware troubleshooting experience
- Ability to install, support, and troubleshoot server and PC hardware components and peripherals
- Ability to script to automate IT tasks
- Strong written and oral communication skills
- Knowledge of conducting research on Information Technology related issues and products
- Keen attention to detail
- Ability to effectively prioritize and execute assigned tasks
- Ability to analyze and solve problems
- Strong interpersonal skills with the ability to work in a team environment

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Evidence indicating mastery of the qualifications listed herein include but are not limited to:

- Two years of experience in Computer Science, Internet Technology, Information Technology, or a related field
- Have an Associate's Degree in Computer Science, Internet Technology, Information Technology, or a related field, with a focus on network security

CERTIFICATES, LICENCES, and/or REGISTRATIONS

- A+ certification
- Network+ certification

PHYSICAL DEMANDS

- Must be able to sit or stand for an extend period of time

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- Must be able to effectively use a computer by typing and reading words on the screen for an extend period of time
- Occasionally required to lift and carry file boxes across small distances for brief periods of time
- Regularly required to use hands when completing forms, typing on the computer, and reviewing files
- Regularly lift and/or move up to 10 pounds
- Must be able to use step ladders and hand tools to install terminate network cabling

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

- The work conditions are those associated with a climate controlled office environment with a desk, computer, file cabinets, and some shared workspaces

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.