

TOHONO O'ODHAM UTILITY AUTHORITY

Position Description Lead Sr. Network Technician

Department: Telephone
Reports To: Information Technology Supervisor
FLSA Status: Exempt
Shift: 8:00AM - 4:30PM
Salary Level: 7
Prepared By: Tohono O'odham Utility Authority
Approved By: Mike Bethurem, General Manager
Approved Date: 07/15/2019

SUMMARY

Employee will be responsible for providing Tier 2 and Tier 3 technical support. This position requires a high degree of intervention and resource management, interpersonal skills and aptitude for solving technical problems with computers, software and network equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Responsible for installing, maintaining, upgrading & repairing the following:
 - Exchange Mail Wide Area Network Local Area Network
 - Active Directory Web Gateway Virus Updates
 - Backup and recovery DNS Network monitoring
 - Server health/welfare DSL back end SAN support
 - Ropp support Contract support External mail
 - VMware Wireless SQL
- Will assist supervisor with daily duties
- Provide leadership support to technicians
- Suggest upgrades, updates and new products to internal and external networks and devices
- Maintains data on equipment and maintenance support
- Prepares bid for business which includes computers, network development, network support or internet
- Provides input and suggestions on technician's performance to supervisor
- Works with other departments within TOUA to define technology needs; which include project planning, equipment testing, recommendations and/or working with outside software vendors
- Wireless will include internal wireless system, as well as TOUA WiFi service offered to customers.

SUPERVISORY RESPONSIBILITIES

- Directly supervises assigned employee(s).

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- Carries out supervisory responsibilities in accordance with the Companies policies and applicable laws.
- Responsibilities include interviewing, recommend hiring, and training employee(s);
- Planning, assigning, and directing work;
- Appraising performance;
- Rewarding and disciplining employee(s);
- Addressing complaints and resolving problems.

QUALIFICATIONS

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the knowledge, skill, and/or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Required personal characteristics includes: a team player, high integrity, good personal habits, regular work attendance, courteous and friendly, able to work well with diverse groups of people, and ability to gain and maintain the respect of others.

EDUCATION AND/OR EXPERIENCE

- Associate's degree (A.A) or equivalent from two-year college or technical school; and
- three year related experience and/or training; or
- equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customer or employees of organizations.
- Prefer ability to converse in the Tohono O'odham language.

MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as areas and circumference.
- Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

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CERTIFICATES, LICENSES,

- Valid Arizona driver's licenses
- Certified Novell or Windows NT certification.

OTHER SKILLS and ABILITIES:

- A programming background in at least one fourth generation programming language.
- A strong knowledge of various operating systems is also required.
- Must be proficient with Novell versions 3.12 & 4.X and familiar with current "Technology".
- Experience in system design, modem and router installation.

PHYSICAL DEMANDS

- 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.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger; hand or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; and talk or hear.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- While performing the duties of this job, the employee is occasionally exposed to
 - wet and/or humid conditions;
 - moving mechanical parts;
 - high precarious places;
 - fumes or airborne particles;
 - toxic or caustic chemicals;
 - outside weather conditions;
 - extreme cold;
 - extreme heat;
 - risk of electrical shocks;
 - risk of radiation and
 - vibrations.

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- The noise level in the work environment is usually moderate.