

		NON-EXEMPT SALARY POSITION SPECIFICATION
JOB CODE: DP615	ACTIVITY: MIS	DIVISION: Corporate
POSITION: Network Technician		LABOR GRADE: 9

SUMMARY OF POSITION:

Maintain, repair, and upgrade components of the network including but not limited to workstations, printers, and software. Provide technical software, hardware, and network problem resolution to end users within a fast paced environment by performing question/problem diagnosis and guide users through step-by-step solutions on both an on-site and remote basis.

NATURE AND SCOPE OF ACCOUNTABILITES:

- Keeps work environment clean and organized.
- Request, configure, and install workstations, printers, terminals and related components.
- Direct unresolved problems to senior technical or application staff. Follow-up on unresolved problems with user for proper feedback. Refer continuing problems to supervision.
- Establish and maintain professional rapport with user community and seek to gain positive reviews from users by displaying a sense of urgency, responding to issues quickly with solutions or status updates and making sure users feel their issues are important and are being attended to.
- Clearly communicates technical solutions in a user-friendly, professional manner; provide one-on-one end-user training as needed.
- Ensures timely resolution/referral of user problems by understanding the impact to the user and by assigning an appropriate priority.
- Maintain and updates an accurate IT asset inventory including proper addition and changes of assets, decommissioning of assets, and organizing and performing disposal of equipment.
- Routinely identifies obsolete or nonworking equipment and follows appropriate procedures for proper disposal of equipment.
- Maintain spare parts inventory for internal software, hardware, and network printers along with accurate documentation of transfer of assets to other departments. Enter requisitions as required to maintain appropriate inventory levels of spare parts.
- Setup, maintain and repair user accounts and computers on various systems ranging from Active Directory to plant specific business systems in accordance with all IT procedures and Sarbanes Oxley requirements. Seek manager’s input on any situations that are unclear.
- Install, move, document and test network and phone cabling.
- Perform other duties as necessary or appropriate to the position.

ORGANIZATIONAL RELATIONSHIPS:

Reports directly to the IT Manager. No direct reports.

QUALIFICATIONS:

To perform the job successfully, an individual must demonstrate the following competencies:

- Willingness to respond quickly and effectively to plant downtime and related issues
- Strong team orientation with excellent written and communications skills.
- Ability to learn new technology quickly with minimal training.
- A+ Certification preferred.
- Experience working with and troubleshooting Microsoft operating systems in a similar environment including Windows 7 and Windows 10. Experience with complete setup and install of Operating Systems, configuring on a domain, TCP/IP.
- Advanced troubleshooting/repair experience to include printer repair, phone systems, client anti-virus issues, and connectivity issues.
- Ability to follow procedures, checklists and informal instructions efficiently and accurately.

Directions on How to Apply:

1. To apply, please visit www.Precast.com.
2. On the home page, click on **Careers** located on the top middle section, then click on **Careers Opportunities**.
3. Next, click on **Career Areas** on the top right and under select **Information Technology**.
4. Then select in the search criteria for location under “US – CA- Gardena”.
5. Select **Network Technician**, and click **Apply Now** on the bottom of the page.
6. Create a new account and follow the steps on how to apply.