

<b>NETWORK TECH/PC SUPPORT SPECIALIST</b>		
<b>CLASSIFICATION</b>	<b>FLSA STATUS</b>	<b>DEPARTMENT</b>
<i>Full-Time</i>	<i>Nonexempt</i>	<i>Finance</i>

❖ **POSITION OVERVIEW**

*Assist users in daily PC operations and ensure all network servers and PC's function at optimum levels to accomplish Company goals and objectives.*

❖ **ESSENTIAL FUNCTIONS**

- 1. Provide PC and support for users by answering questions, providing information and solving problems.*
- 2. Perform server, MS Exchange and Rightfax maintenance, troubleshooting and administration.*
- 3. Review system event logs daily. Work with I/T Manager or consultants as required to ensure zero unplanned system downtime.*
- 4. Perform PC installation, maintenance and troubleshooting.*
- 5. Run weekly reports and OS/400 query; download into Excel.*
- 6. Install and maintain all peripherals, including printers, copiers, label printers and CDR's.*
- 7. Research hardware and software pricing, knowledge base, etc. online.*
- 8. Administer e-mail and fax systems, and assist with administration of phone voice mail; make changes and additions as necessary.*
- 9. Perform back up to tape AS/400 system and network server - critical data files nightly. Run full Windows system back up monthly. Responsible for off-site storage of backup tapes.*
- 10. Ensure that all scheduled nightly and weekend jobs run successfully; maintain report matrix.*
- 11. Represent Progressive International Corporation with a high level of integrity and professionalism.*

# **NETWORK TECH/PC SUPPORT SPECIALIST - CONTINUED**

12. *Adhere to Progressive International Corporation policies and support management decisions and goals in a positive, professional manner.*

## **❖ ADDITIONAL RESPONSIBILITIES**

1. *Participate in special Company committees.*
2. *Work with Purchasing – MRO/Facilities Assistant to set up, modify or delete security badges as required.*
3. *Perform other duties as assigned.*

## **❖ INTERACTION AND ENVIRONMENT**

### **Reports To: I/T Manager**

*Work areas are inside in an environment with cramped workspace, varied temperatures and light to moderate background noise. Position involves occasional extended/varied work hours.*

## **❖ MATERIAL AND EQUIPMENT USED:**

<i>Computer</i>	<i>Fax Machine</i>	<i>Copier</i>
<i>E-Mail</i>	<i>Telephone</i>	<i>Voice Mail</i>
<i>Ten Key/Calculator</i>	<i>Hand Tools</i>	<i>Power Tools</i>
<i>Wireless PDA Networks</i>	<i>Automobile</i>	
<i>General Office Supplies</i>		

## **❖ PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS**

**Sitting/Standing/Walking:** *Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is spent moving around work areas.*

**Speaking/Hearing:** *Ability to effectively communicate with co-workers, customers, and outside agencies, by telephone and in person.*

**Vision:** *Ability to effectively use a computer screen and interpret printed materials, memos and other appropriate paperwork.*

**Lifting/Carrying:** *Ability to transport forty (40) pounds of files, equipment and supplies.*

**Stooping/Kneeling:** *Ability to access files, equipment and supplies.*

# **NETWORK TECH/PC SUPPORT SPECIALIST - CONTINUED**

**Reaching/Handling:** Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment and supplies.

## ❖ PROFICIENCIES

1. *Good written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person and over the phone.*
2. *Strong word processing and computer database skills.*
3. *Extensive knowledge of Windows Operating Systems, Microsoft Office, OS/400 Query, iExplorer, Reflections, Client Access, Cisco Pix and VPN admin., various label programs, Sophos antivirus, ASW, OS/400, and any other software that PIC acquires.*
4. *Good interpersonal skills with the ability to work effectively with individuals and groups at all organization levels; ability to work independently and as part of a team.*
5. *Ability to take initiative and prioritize tasks; good time-management, organizational, problem-prevention and problem-solving skills.*
6. *Strong analytical ability with active listening skills.*
7. *Ability to work accurately with close attention to detail.*
8. *Ability to maintain confidentiality of sensitive information.*
9. *Ability to manage multiple projects with a willingness to adapt to changing business needs and deadlines.*
10. *Ability to study and apply new information.*
11. *Possess a work ethic that includes neatness and punctuality.*

## ❖ EDUCATION AND EXPERIENCE

1. *Two (2) year AA/ATA/AS degree with an emphasis in computer science or equivalent related experience.*
2. *At least two (2) years of experience in Windows 2003 Server networking including Active Directory.*
3. *Must possess a valid Washington state driver's license.*

## ❖ ACKNOWLEDGEMENT

**NETWORK TECH/PC SUPPORT SPECIALIST -  
CONTINUED**

*I have received and reviewed a copy of the Network Specialist job description. I understand that this job description is not a contract of employment and in no way changes the at-will nature of my employment relationship with Progressive International, under which either Progressive International or I can terminate the employment relationship at any time, with or without cause or notice.*

\_\_\_\_\_  
*Signature of Employee*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of Manager*

\_\_\_\_\_  
*Date*