About the Job:
The LAN Support Technician monitors and responds to complex technical hardware and software problems utilizing a variety of hardware and software testing tools and techniques. This role provides technical advice to ensure the development of server hardware specifications.

A Day in the Life:
The essential functions of this role are as follows:

- Installs network software/hardware;
- Trains users on network software/hardware;
- Provides problem solving or determination and support to ensure proper escalation during periods of outages;
- Provides internal analysis during periods of degraded system performance;
- Performs studies to define solutions;
- Provides integrated customer support to all users on hardware/software problems;
- Attends all meetings involving server hardware;
- Provides interface with vendor support services groups;
- Assists in the evaluation of vendor products to determine which best meets needs;
- Presents information to management regarding purchase of hardware, software and modem equipment;

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time.

What We’re Looking For:

What You’ll Need for Success:

- Must possess a valid commercial driver's license (CDL) or must obtain within 90 days of employment.
- Extensive knowledge of network PC/LAN communications hardware/software;
- Extensive knowledge of local area network concepts;
- Extensive knowledge of computer programming including computer languages and testing of programs;
- Extensive knowledge of equipment used;
- Extensive knowledge of most recent technical developments in the hardware field;
- Ability to read and understand complicated technical manuals on hardware, software, database design and database administration;
- Effectively communicate, both orally and in writing;
- Considerable knowledge of network operating systems in use by Indiana State Government;
- Considerable knowledge of networking protocols.

Supervisory Responsibilities/Direct Reports:

This role does not provide direct supervision to direct reports.

Difficulty of Work:

The LAN Support Technician is responsible for ensuring that all systems are available to the customers during their scheduled availability hours. Duties are broad in scope and require the use of independent judgment to interpret policies and procedures to fit each unique situation. This individual works with customers to enhance processes and resolve problems. This role will be responsible for and conducts studies of various computer operations automation techniques.

Responsibility:
Work may have a substantial impact on business operations due to process enhancement and problem resolution. The LAN Support Technician will be responsible for ensuring the performance of multiple Local Area Networks. This individual assists the management with projects. This role is responsible for directing problem determination efforts and coordination of computer equipment and software program repair. Work is reviewed for soundness of judgment and compliance with policy and procedure.

### Personal Work Relationships:

This individual will be expected to partner with agency personnel and related stakeholders working towards completion of assigned functions. Exceptional customer service is provided to agency partners and/or the general public.

### Physical Effort:

This role performs work in an environment where sitting for extended periods of time could be expected.

### Working Conditions:

This role performs work in a standard office environment.

### Competencies

- Acquiring Information
- Communicating Effectively
- Critical Thinking
- Delivering High Quality Work
- Making Accurate Judgments and Decisions
- Displaying Technical Expertise
- Testing and Troubleshooting

### Last Updated (By and Date)

H.Crutcher - 2/5/19

HCrutcher 7/14/20

L.Guan 7/20/2020