

NEW ORLEANS COMPANY

POSITION TITLE: NETWORK SUPPORT TECHNICIAN

DEPARTMENT: INFORMATION SYSTEMS

ACCOUNTABLE TO: VICE PRESIDENT – INFORMATION SYSTEMS

STATUS: EXEMPT

Primary Objective of the Position:

Assist Vice President in ensuring the continuous and efficient operation of all computer and telephone systems within New Orleans & Company as well as regional offices. Assist in coordinating implementation of new information technologies and procedures designed to improve productivity and efficiency.

Major Areas of Accountability:

1. Continually monitor and keep reports on computer and telephone hardware, as well as software applications to ensure continuous and efficient operations using appropriate diagnostic tools and monitoring system statistics.
2. Develop and maintain a technical support “Help Desk” and produce management reports requested by the Vice President.
3. Perform daily backup operations, ensuring all required file systems and system data are successfully backed up online.
4. Perform PC hardware, operating system, and software installation, configuration, upgrades, troubleshooting, repairs, one-on-one training, telephone support and similar activities.
5. Install and support network and local printers and other peripheral devices, as required
6. Assist and support users with email, network, remote access and other critical resources such as Simpleview, Ivanti, and Microsoft programs.
7. Assist in training users on various PC applications.
8. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
9. Perform other responsibilities or special projects as assigned.

Education and/or Experience:

Associates Degree or equivalent from two year college or formal Technical school training including Network operating systems, and two years extensive experience dealing with PC technical support issues; or equivalent combination of education and experience

Computer Skills:

Must be proficient in Microsoft or similar. Knowledge of spreadsheets and database programs, desired.

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 customers or employees of the organization.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.

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 instruction furnished in written, oral, diagram, or schedule form.

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit; and use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception. Must be able to travel by air plane and operate a vehicle.

Work Environment:

The working environment is typical for an office and does not require exposure to difficult or hazardous conditions. This position will require some travel including overnight stays.

Disclaimer Statement:

The above is intended to describe the general content of and requirements for performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements and does not imply a contract.

Responsibility for Work of Others: None