

# Convention Center Authority

**Position Title: Network Technician 2**

<b>Position #:</b>	10734
<b>Salary Grade:</b>	CA 4
<b>Effective Date:</b>	
<b>Revision Date:</b>	2/1/2017

<input type="checkbox"/>	Exempt
<input checked="" type="checkbox"/>	Non-Exempt

<input checked="" type="checkbox"/>	Full-Time
<input type="checkbox"/>	Part-Time
<input type="checkbox"/>	Seasonal

**Indicate Employee Type**

<input type="radio"/>	Administration
<input type="radio"/>	Sales/Marketing
<input type="radio"/>	Event & Guest Services
<input checked="" type="radio"/>	Operations
<input type="radio"/>	Finance & Administration
<input type="radio"/>	Food & Beverage Services

**POSITION SUMMARY:** In a few sentences, briefly describe the primary function and purpose of position.

Under the direction of Technology Supervisor is responsible for the maintaining the MCC's core infrastructure; server/ application environment; unified communication platform; service/installation efforts to all clients/exhibitors;

**PRINCIPAL POSITION RESPONSIBILITIES/DUTIES:** Below is a list of major tasks beginning with the most important for which the position is responsible. Also included is the estimated percentage of time spent on performing the tasks. This is suggested, but not required for Exempt positions. Also identified is how critical the task is to the position, with 1 being the least important, 5 being the most important.

RESPONSIBILITIES/DUTIES	
1.	Customer sales/installation and service
2.	Create/trouble tickets/spreadsheets for events
3.	Assist with end user application/ PC support
4.	Install/maintain server hardware/software
5.	Install/maintain Hyper-V cluster environment and network attached storage array
6.	Configure/maintain core data infrastructure to include wireless, switches, routers, firewalls, UCS
7.	Update and maintain current patch levels on all systems/applications/hardware
8.	Modify current applications as new features/enhancements become available
9.	Research bad patches, upcoming patches, driver updates, software updates and apply to various systems
10.	Create new virtual and physical machines for testing new/existing applications
11.	Assist with updating and documenting all technical processes
12.	
13.	
12.	<b>Perform additional duties as assigned.</b>

**Job Evaluation Factors (Check all that apply)**

<b>Formal Education</b> <small>(Minimum Required)</small>	<input type="checkbox"/> H.S. Diploma or GED preferred	<input checked="" type="checkbox"/> Bachelor's Degree preferred
	<input type="checkbox"/> Vocational or Technical School required	<input checked="" type="checkbox"/> Education/Experience Equivalent
	<input type="checkbox"/> Associate's Degree preferred	<input type="checkbox"/> Other:

<b>Minimum Experience</b> <small>(Minimum Required)</small>	<input type="checkbox"/> None	<input type="checkbox"/> Other: _____	<b>Impact On Budget</b>	<input type="checkbox"/> Contributory
	<input checked="" type="checkbox"/> One to three years			<input type="checkbox"/> Direct
	<input type="checkbox"/> Three to five years			<input type="checkbox"/> Other:

<b>Decision Making</b> <small>(level of direction &amp; supervision)</small>	<input type="checkbox"/> Little independent judgment required
	<input checked="" type="checkbox"/> Judgment/discretion to make independent decisions within guidelines
	<input type="checkbox"/> Establish Policy & Procedures
	<input type="checkbox"/> Other:

<b>Problem Solving</b> <small>(Typical level encountered over extensive period of time)</small>	<input checked="" type="checkbox"/> By reporting and/or talking to supervisor
	<input checked="" type="checkbox"/> Choices defined in standard work procedures/policies

- Methods chosen before in similar situations
- Identification and analysis of diverse problems
- Complex, varied and only mildly related to those seen before
- Requires understanding/evaluation of impact upon the NCC
- Other:

<b>External Contacts</b>	<input type="checkbox"/>	External communication is minimal
	<input checked="" type="checkbox"/>	Regular contact with general public
	<input type="checkbox"/>	External contacts involving difficult formal negotiations
	<input checked="" type="checkbox"/>	Effectively deal with diverse groups and organizations
	<input type="checkbox"/>	Other:

<b>Supervisory Responsibility</b> <small>(Typical level encountered over extensive period of time)</small>	<input type="checkbox"/>	None
	<input checked="" type="checkbox"/>	Authority limited to direction of temporary employees only
	<input checked="" type="checkbox"/>	Orient/train others; may act in a lead capacity
	<input type="checkbox"/>	Provide leadership/direction to staff on event related issues
	<input type="checkbox"/>	Supervise multiple functions, with full responsibility for effective operation & results
	<input type="checkbox"/>	Overall responsibility to provide direction and guidance
	<input type="checkbox"/>	Other:

Number of Direct Reports: 0

<b>Job-Related Knowledge</b> <small>(knowledge of...)</small>	<input checked="" type="checkbox"/>	Basic skills in oral/written communication	<input checked="" type="checkbox"/>	Microsoft Publisher
	<input checked="" type="checkbox"/>	Microsoft Word	<input checked="" type="checkbox"/>	AutoCad
	<input checked="" type="checkbox"/>	Microsoft Excel	<input type="checkbox"/>	Financial Management
	<input checked="" type="checkbox"/>	Microsoft PowerPoint	<input type="checkbox"/>	Administrative principles/practices
	<input checked="" type="checkbox"/>	Microsoft Access	<input checked="" type="checkbox"/>	Computers
	<input checked="" type="checkbox"/>	Microsoft Outlook	<input checked="" type="checkbox"/>	Other: Websites, telecommunications, etc.

**WORKING CONDITIONS/PHYSICAL EFFORT: (Check all that apply)**

Working Conditions		Physical Effort	
<input checked="" type="checkbox"/> Office, computer room	<input checked="" type="checkbox"/> High noise environment	<input type="checkbox"/> Typically sitting at a desk or table	<input type="checkbox"/> Lifting 11-25 lbs
<input checked="" type="checkbox"/> Service Areas	<input checked="" type="checkbox"/> High dust, dirt, grease environment	<input type="checkbox"/> Typically standing or walking	<input checked="" type="checkbox"/> Lifting 25 lbs or more
<input checked="" type="checkbox"/> Flexible work schedules	<input type="checkbox"/> Exposure to moving machinery	<input type="checkbox"/> Bending, crouching, stooping	<input checked="" type="checkbox"/> Using Power Tools
<input checked="" type="checkbox"/> Valid TN Driver's License	<input type="checkbox"/> Exposure to chemicals	<input type="checkbox"/> Running, climbing	<input type="checkbox"/> Using Pallet Jack
<input type="checkbox"/> Travel Required	<input type="checkbox"/> Outdoor exposure to weather	<input checked="" type="checkbox"/> Intermittently sitting/standing/walking	<input checked="" type="checkbox"/> Using Utility Carts
<input checked="" type="checkbox"/> Exposure to Customers	<input type="checkbox"/> Requires Pre-employment Physical	<input checked="" type="checkbox"/> Climbing ladders/scaffolds	<input type="checkbox"/> Using Forklift
		<input type="checkbox"/> Lifting 10 lbs or less	<input type="checkbox"/> Driving CCA Vehicle

**Team Member Print Name/Date** \_\_\_\_\_

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

**I have read and understand the job requirements.**

**Team Member Signature** \_\_\_\_\_

**Supervisor Print Name:** \_\_\_\_\_

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

**Supervisor's Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Copies to:** Team Member  
Department Director  
Personnel File

**IS Communications Technician I (Network Technician)**

**For HR Use Only (Do not write below this line):**